

NON-CONFIDENTIAL

Request IR-1:

Were the customer's meter readings affected by NS Power's cybersecurity incident?

(a) If so, do the customer's consumption records reflect actual meter readings or estimated values?

Response IR-1:

(a) The customer's June meter read was missed as a result of the cyber incident. Consequently, no bill was issued in June. The subsequent bill, issued in August, covered the period from April 8 to August 9, 2025, and reflected a credit balance of \$130.54.

All of Mr. Cooling's recorded meter readings were based on actual readings, not estimates.

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Request IR-2:

Please explain whether NS Power proceeded any investigations pursuant to NS Power Regulation section 5.5, Billing Adjustments?

(a) If no investigation was conducted, please explain the reasons.

(b) If an investigation was conducted under section 5.5, please describe the findings and the final step.

Response IR-2:

(a) No investigation was conducted pursuant to Section 5.5 of the Regulations. Mr. Cooling is not disputing the accuracy of the electricity consumption recorded by the meter. Rather, his concern relates to compensation for excess electricity generation.

(b) N/A.

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Request IR-3:

Please explain when and how NS Power intends to update the NS Power regulation to reflect the changes arising from Bill 145, including the transition to the Self-Generating Option.

Response IR-3:

NS Power is actively conducting a comprehensive review of its Regulations to determine what updates are required to ensure consistency and alignment with Board directives, applicable legislation, and evolving operational requirements.

As part of this ongoing work, NS Power is evaluating potential updates to Regulation 3.6 in light of M10905, amendments to the *Electricity Act*, the transition to the Self-Generating Option (SGO), and the resulting changes to NS Power's Net Metering framework. The scope and timing of any changes remain under consideration, and no specific completion date has been established. In the interim, NS Power continues to update publicly available information on the SGO program through its website, available [here](#).