

King DRO Appeal (NSEB M12747)
NSPI Responses to NSEB Information Requests

REDACTED

Request IR-1:

On April 1, 2026, NS Power provided Mr. King's Statement of Account that showed the first charge dated February 26, 2024, for [REDACTED] However, the Account Usage Info from the same Attachment 1 showed the earliest meter read on June 27, 2023.

(a) Please confirm when NS Power started Mr. King's account at this property.

(b) What kind of meter does the property have?

(c) When was meter #2147843 installed at the property?

(d) Was the meter tested when it was first installed at the property?

(i) If yes, what was the test result?

(ii) If no, why not?

(e) Was the meter tested when Mr. King's account started at this property?

(i) If yes, what was the test result?

(ii) If no, why not?

(f) Did NS Power discuss a meter test with Mr. King at any point during his dispute with NS Power, his appeal with the DRO or his appeal with the Board?

(i) If yes, what was the decision on the meter test?

(ii) If no, why not?

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1 Response IR-1:

2
3 (a) Mr. King's account at this property commenced on May 8, 2023.

4
5 (b) The property is equipped with a standard AMI meter.

6
7 (c) Meter #2147843 was installed at the property on November 4, 2020.

8
9 (d) No.

10 i. N/A.

11 ii. The meter was new at the time of installation and had not previously been installed
12 at another premises. New meters are tested and certified by the manufacturer prior
13 to being supplied to NS Power.

14
15 (e) No.

16 i. N/A.

17 ii. It is not standard practice to test meters when a customer initiates service. NS Power
18 adheres to the *Electricity and Gas Inspection Act* and Regulations, which set out
19 the requirements for maintenance, testing and certification of all meters used for
20 billing purposes in Canada. These regulations mandate compliance with
21 Measurement Canada specifications (S-E-02 or S-S06 Compliance Sampling
22 Specifications), under which electricity meters are typically certified and sealed for
23 a 10-year period.

24
25 As mentioned above, Meter #2147843 was certified and sealed at the
26 manufacturer's Measurement Canada-accredited facility prior to installation. It has
27 a 10-year seal period, with its next scheduled testing and certification due in 2029.

28
29 (f) No.

30 i. N/A.

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- 1 ii. A meter test was not proposed, as NS Power had no reason to believe the meter was
2 not operating accurately or that there was a malfunction. The February 2026 bill
3 reflects a reconciliation of previously estimated usage between June and December
4 2025. During this period, heat pumps were added at the property. The estimated
5 consumption was based on Mr. King's historical usage, and NS Power was not
6 aware of the installation at the time. As a result, the estimates for the final billing
7 periods in 2025 did not reflect any changes in usage following the installation,
8 contributing to a variance identified upon reconciliation.

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CONFIDENTIAL (Attachment Only)

Request IR-2:

According to the copies of Mr. King's bills NS Power provided the Board on April 1, 2026, there were four estimated bills issued in June, August, October and December 2025.

(a) Please explain in detail how NS Power estimated the consumption in each of these bills?

(b) If NS Power now has access to usage data that was not available during the cyber incident, please provide Mr. King's actual consumption for these billing periods.

(c) Please provide a copy of Mr. King's April 2026 bill.

(d) What does rate code 02B in Mr. King's bills mean?

(e) Does the rate code affect NS Power's estimates of his consumption?

(i) If yes, please explain.

(ii) If no, does the rate code affect his energy charges?

Response IR-2:

(a) Bill Date: 25 June 2025

Account	Bill Date	Revenue Year/Mth	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
1965462	6/25/2025	2025-06	4/23/2025	6/25/2025	63	386	6.13

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Prior Revenue Year/Mth	Prior Year Bill Date	Prior Year Metered Usage	Prior Year Billed Usage	Meter Multiplier	Prior Year Days	Usage Per Day w/Multiplier removed	Notes
2024-06	6/25/2024	365.54	366	1	59		
2024-08	8/27/2024	342.62	343	1	63		
2024-10	10/28/2024	421.88	422	1	62		
		1130.04	1131	1	184	6.141304	

Bill Date: 26 August 2025

Account	Bill Date	Revenue Year/Mth	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
1965462	8/26/2025	2025-08	6/25/2025	8/26/2025	62	378	6.10

Prior Revenue Year/Mth	Prior Year Bill Date	Prior Year Metered Usage	Prior Year Billed Usage	Meter Multiplier	Prior Year Days	Usage Per Day w/Multiplier removed	Notes
2024-08	8/27/2024	342.62	343	1	63		
2024-10	10/28/2024	421.88	422	1	62		
		764.5	765	1	125	6.112	

Bill Date: 28 October 2025

Account	Bill Date	Revenue Year/Mth	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
1965462	10/28/2025	2025-10	8/26/2025	10/28/2025	63	428	6.79

Prior Revenue Year/Mth	Prior Year Bill Date	Prior Year Metered Usage	Prior Year Billed Usage	Meter Multiplier	Prior Year Days	Usage Per Day w/Multiplier removed	Notes
2024-10	10/28/2024	421.88	422	1	62		
		421.88	422	1	62	6.790323	

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Bill Date: 23 December 2025

Account	Bill Date	Revenue Year/Mth	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
1965462	12/23/2025	2025-12	10/28/2025	12/23/2025	56	387	6.91

Prior Revenue Year/Mth	Prior Year Bill Date	Prior Year Metered Usage	Prior Year Billed Usage	Meter Multiplier	Prior Year Days	Usage Per Day w/Multiplier removed
2024-12	12/24/2024	394.33	394	1	57	
		394.33	394	1	57	6.912281

(b) Daily usage data has only been available since January 2026 for the premises. Accordingly, actual consumption for the referenced billing periods is not available.

(c) Please refer to Confidential Attachment 1.

(d) The rate code 02B is a domestic bi-monthly rate.

(e) The rate code determines which estimation routine is used when an actual read is unavailable. The rate code 02B uses the bi-monthly estimation routine in the CIS application.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

King DRO Appeal IR-2 Confidential Attachment 1 has been removed due to confidentiality.

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NON-CONFIDENTIAL

1 **Request IR-3:**

2
3 **Mr. King's February 2026 bill showed that his meter was read on February 20, 2026.**

4
5 **(a) Did NS Power read the meter in person or wirelessly that day?**

6
7 **(b) If the meter read in Mr. King's April 2026 bill is also a true read, was the meter read**
8 **wirelessly as well?**

9
10 **Response IR-3:**

11
12 **(a) The February 2026 true meter read was obtained wirelessly over the AMI network.**

13
14 **(b) Yes. The April 2026 meter read was a true read obtained wirelessly over the AMI network.**

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Request IR-4:

In Attachment 3 NS Power provided on April 1, 2026, the Utility Contacts by Account # (UCAC) – CIS3315 dated February 7, 2025 mentioned that Mr. King asked about the upfront cost to switch from oil heat to electric heat, and that NS Power suggested a contractor, Efficiency NS and the Community Solar program to Mr. King.

The UCAC dated March 11, 2026, mentioned Mr. King’s heat pump installation and his first winter with the heat pumps as part of NS Power’s explanation for his large February 2026 bill.

(a) Were there any follow-up discussions between NS Power and Mr. King following this initial inquiry in February 2025?

(b) How and when did NS Power come to know about the heat pump installation at Mr. King’s property?

(c) If NS Power knew of the heat pumps at the time it prepared Mr. King’s October and December 2025 bills, what would his estimated consumption be for each bill, using the method mentioned in IR-2(a)?

Response IR-4:

(a) NS Power has no record of any follow-up discussions with Mr. King following his initial inquiry in February 2025.

(b) Based on account notes, NS Power became aware of the heat pump installation during a conversation with Mr. King on March 11, 2026, when he contacted Customer Care regarding his high bill.

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- 1 (c) The estimated consumption is calculated based on usage during the corresponding billing
2 period in the prior year, and therefore it would not reflect the recent installation of a heat
3 pump.