

Yadav DRO Appeal (NSEB M12756)  
NSPI Responses to Nova Scotia Energy Board Information Requests

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**Request IR-1:**

**The meter history provided by NS Power indicates:**

- An estimated read was used for the May 14, 2025, bill;
- An actual read was obtained on July 9, 2025; and
- Subsequent estimated reads were then used again for the September 15, 2025, and November 14, 2025, billing periods.

**Please explain:**

- (a) How NS Power was able to obtain an actual meter read in July 2025 after estimating the May 2025 bill;
- (b) Why subsequent bills after July 2025 reverted to estimated readings;
- (c) Whether actual reads were unavailable, inaccessible, or operationally impractical during those later billing periods; and
- (d) Whether the customer was advised that estimated billing would continue despite the July 2025 actual read.

**Response IR-1:**

- (a) A meter reader was sent to the customer's premises on July 9, 2025.
- (b) In 2025 NS Power had to rely on meter readers to conduct actual meter reads at customer premises. Most of the customers with AMI meters had their meters read remotely before the cyber incident. After the cyber incident there were not enough meter readers to obtain

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1 actual meter reads for every customer every month. NS Power tried to ensure that no more  
2 than two consecutive readings were based on estimates rather than actual reads.

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4 (c) During the September and November 2025 billing periods, the bi-directional information  
5 flow from customer meters to NS Power had not been restored. However, the meter data  
6 information was accurate and available to be read in person.

7  
8 (d) The NS Power bills do not indicate whether subsequent bills will be based on actual or  
9 estimated reads. Information about the status of billing and estimated bills was available  
10 at NS Power's website.

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**Request IR-2:**

**(a) Please explain whether the July 9, 2025, actual meter read reset the customer's billing baseline for future reconciliations.**

**(b) If so, explain why subsequent estimates following the July actual read were considered reasonable and reliable.**

**Response IR-2:**

**(a) Yes, the July 9, 2025 actual meter read provided a baseline for future reconciliations up to the next actual meter read (which was January 14, 2026).**

**(b) The estimated bills are all reasonable given Mr. Yadav's historical consumption patterns. Between May 2024 and March 2025 (which represents the last full year of actual meter reads), Mr. Yadav's average daily consumption was 30.81 kWh.**

The September 2025 bill was considered reasonable based on Mr. Yadav's consumption during the same billing period the previous year. The updated bill issued in November 2025 was for a four-month period, so the two-month estimated usage from September 2025 was credited back to Mr. Yadav, and the updated four-month estimate was used for the bill. That updated estimate provides daily consumption of 30.52 kWh, which is close to both the actual average from May 2024 to March 2025 (30.81 kWh) and the average from July 2025 to January 2026 (5549 kWh / 189 days) of 29.35 kWh per day.

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**Request IR-3:**

**(a) Please explain whether NS Power generated, a corrected/revised invoice after the customer submitted an actual meter read in November 2025.**

**(b) If no corrected invoice was generated:**

**(i) Explain why not;**

**(ii) Explain whether this was consistent with standard practice during the cyber incident recovery period; and**

**(iii) Explain how the customer was expected to understand that additional balances would continue carrying forward.**

**Response IR-3:**

**(a) NS Power's CIS and Kubra billing systems do not allow for revision of invoices which have already been issued. NS Power can only make adjustments on subsequent invoices. Mr. Yadav submitted his meter read on November 18, 2025, but his November bill was issued on November 14, 2025. The January bill was based on a true read as of January 14, 2026.**

**(b) This is consistent with NS Power's practice at all times.**

**(c) Information about balances is included on every customer invoice. Any unpaid amounts from previous bills are included on the current bill, and any payments made during the billing period are deducted, leaving a new balance owing.**

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1 For example, Mr. Yadav's May 2025 bill indicated that he owed \$ [REDACTED] from his March  
2 2025 billing period. He paid that amount on April 15, 2025, and his balance owing was  
3 \$ [REDACTED]. The new charges in the May billing period amounted to \$ [REDACTED], and this is the  
4 starting balance on the July 2025 bill. As Mr. Yadav did not make a payment between April  
5 15 and July 16, the \$ [REDACTED] remained the balance owing after his last payment. The new  
6 charges of \$ [REDACTED] were added to the \$ [REDACTED], giving a new amount owing of \$ [REDACTED].  
7 That amount carried forward and was the opening balance on the September 15, 2025 bill.

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1 **Request IR-4:**

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3 **Please clarify whether the disputed \$292.67 amount represents:**

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5 **(a) Previously consumed but unpaid electricity; or**

6  
7 **(b) A deferred reconciliation balance resulting from estimated billing.**

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9  
10 **Response IR-4:**

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12 (a) The \$292.67 represents previously consumed but unpaid electricity. NS Power does not  
13 bill customers prospectively; all bills are based on usage to the date of an actual meter read  
14 or the billing date for an estimated read. Mr. Yadav owed \$[REDACTED] for electricity consumed  
15 to November 14, 2025. Mr. Yadav made a payment of \$[REDACTED] on December 15, leaving a  
16 balance of \$[REDACTED]

17  
18 (b) N/A.

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**Request IR-5:**

**Please explain the controls, customer communication measures, and billing safeguards implemented during the cyber incident recovery period to minimize customer confusion arising from estimated billing reconciliations.**

**Response IR-5:**

When NS Power resumed billing in June 2025 the Company made sure that information was available to customers to help them understand estimated billing. This included bill inserts and a dedicated billing website at [nspower.ca/billing](https://nspower.ca/billing) so customers could see up-to-date information on the billing experience. NS Power also made sure customers would be aware that there would be no impacts to their accounts if they chose not to pay their bill amounts, by waiving late fees and interest charges. In the fall, NS Power also provided an online form for customers to submit a picture of their meter to enable the option to take advantage of this if a customer chose to do that. Finally, recognizing that some customers prefer speaking to NS Power in person. NS Power held community sessions across the province to help customers understand their bills. NS Power's Customer Care Centre has also remained available to help customers with any questions that they have regarding their estimated bills, or their bills in general.