

Mitchell DRO Appeal (NSEB M12767)
NSPI Responses to NSEB Information Requests

CONFIDENTIAL (Attachment Only)

Request IR-1:

Please provide one consolidated schedule in Excel format covering the billing period from March 2025 through February 2026, showing:

(a) the meter reads used for billing;

(b) whether each read was estimated or actual;

(c) kWh billed each period;

(d) the actual meter read obtained in February 2026; and

(e) the cumulative difference between estimated and actual consumption that resulted in the reconciliation bill.

Response IR-1:

Please refer to Confidential Attachment 1 for a detailed Excel spreadsheet containing information related to Ms. Mitchell's billing and account.

Please refer to Confidential Attachment 2 for a complete copy of Ms. Mitchell's bills, covering the period from March 2025 through to the current bill dated April 2026.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

**Mitchell DRO Appeal IR-1 Confidential Attachment 1 has
been removed due to confidentiality.**

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

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Request IR-2:

Please explain the methodology used to estimate the customer's consumption during the billing periods affected by the cyber incident, including:

- (a) whether historical usage at the premises formed part of the estimation process;**
- (b) whether automated or AI-assisted estimation tools were utilized;**
- (c) what is meant in the account notes by the AI software "filling in gaps with default settings"; and**
- (d) whether NS Power identified any mismatch between the premises characteristics, occupancy, or heating configuration and the assumptions used in the estimation process.**

Response IR-2:

- (a) The NS Power Customer Information System (CIS) uses historical usage data for the premises to calculate estimated reads. Specifically, the system identifies the corresponding billing period from the previous year and incorporates all actual (non-estimated) read histories from that point forward. It aggregates the total number of days and total consumption for records with the same seasonal designation (i.e., summer or winter), excluding any estimated reads or records with a different seasonal code. The system then calculates an average daily consumption (kWh/day) by dividing total consumption by total days. This average is multiplied by the number of days in the current billing period to determine the estimated usage for the bill period.**
- (b) No automated or AI-assisted estimation tools were utilized.**

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1 (c) The reference in the account notes to “filling in gaps with default settings” pertains to
2 functionality within the My Energy Insights application. This discussion pre-dates the
3 cyber incident and relates solely to how information is displayed to customers within that
4 tool. My Energy Insights is an informational resource and is not used in the generation of
5 customer bills.

6
7 (d) NS Power did not identify any mismatch between the premises characteristics, occupancy,
8 or heating configuration and the assumptions used in the estimation code.

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Request IR-3:

Please provide a simple illustrative reconciliation showing:

- (a) approximately what the customer would have been billed had actual meter reads been available throughout the relevant period; and
- (b) how those amounts compare to the estimated bills that were issued.

Response IR-3:

- (a) Based on a daily average calculation derived from the actual meter read on April 1, 2025 and the subsequent actual read obtained on February 2, 2026, the customer's average daily consumption was calculated to be 113.0406 kWh per day.

Daily Average Calculations			
	Previous		Current
Read	112500.4	Read	147480.13
Date	4/1/2025	Date	2/2/2026
		Multiplier	1
Difference	34979.75		
kWhs	34979.75	Days	307
D/A	113.9406		

Bill Date	Bill From	Bill To	# of Days	Estimated Usage on Bill	Usage based on Daily Avg
4-Jun-25	1-Apr-25	4-Jun-25	64	1455	7292.2
6-Aug-25	4-Jun-25	6-Aug-25	63	1343	7178.3
10-Oct-25	6-Aug-25	3-Oct-25	58	1761	6608.6
3-Dec-25	3-Oct-25	3-Dec-25	61	1882	6950.4
18-Mar-26	3-Dec-25	2-Feb-26	61	28539	6950.4
				34,980	34,980

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- 1 (b) Please see the table provided in part (a).

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Request IR-4:

Please confirm:

- (a) whether the February 2026 meter read was an actual read;
- (b) whether NS Power identified any evidence of meter malfunction, meter communication failure, or billing error;
- (c) whether the actual reads obtained were verified as accurate; and
- (d) whether the reconciliation bill reflects electricity consumed but not previously billed during the estimated billing periods.

Response IR-4:

- (a) Yes. Ms. Mitchell's February 2, 2026 meter reading was an actual read, as confirmed by the invoice excerpt provided below.

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2372716	02B	61	147480.13	118941.38	1	28539

Your meter was read on Feb 02, 2026

Where no actual meter reading is obtained, the bill is clearly identified as an estimated bill (see screenshot below).

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2372716	02B	64	113955.38	112500.38	1	1455

Your bill was estimated for this period

Billing date Jun 04 Includes payments received by Jun 04

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1 (b) NS Power has not identified any evidence of meter malfunction, meter communication
2 error or billing error on Ms. Mitchell's account.

3
4 (c) Neither Ms. Mitchell nor the DRO requested that Ms. Mitchell's meter be removed for
5 accuracy testing. NS Power has no basis to question the accuracy of the recorded meter
6 reads and accepts them as accurate.

7
8 By way of context, Ms. Mitchell's initial bill reflected an average daily consumption of
9 186.4 kWh. Over the 366-day period from April 1, 2025 to April 2, 2026, total recorded
10 consumption was 46,235 kWh, resulting in an average daily consumption of 126.33 kWh.
11 The most recent actual read, covering the period from February to April 2026, reflects an
12 average daily consumption of 190.8 kWh. Given that consumption is typically lower during
13 warmer months, the annualized daily average of 126.33 kWh is consistent with the
14 observed usage profile for this premises.

15
16 (d) The December 2025 reconciliation bill credited back 4,559 kWh of previously estimated
17 consumption, along with seven months of base charges, reverting the account to the last
18 actual meter read on April 1, 2025 (see IR-1 Confidential Attachment 2). The reconciliation
19 bill then applied revised charges based on 6,441 kWh of consumption (being the difference
20 between the presumed meter reading of 118,941.38 and the April 1, 2025 actual reading of
21 112,500.38), together with eight months of base charges.

22
23 Although the December 2025 reconciliation bill was itself based on an estimate, the
24 subsequent February 2026 bill relied on an actual meter read of 147,480.13 kWh, reflecting
25 consumption of 28,539 kWh since the assumed reading used in December 2025. This
26 confirmed that Ms. Mitchell's consumption between April 2025 and December 2025 had
27 been under-estimated.

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1 **Request IR-5:**

2
3 **Please confirm:**

4
5 **(a) the type of meter installed at the premises;**

6
7 **(b) whether the meter is capable of remote reads; and**

8
9 **(c) when NS Power resumed the ability to obtain remote reads for this account following**
10 **the cyber incident.**

11
12 **Response IR-5:**

13
14 **(a) A standard AMI meter is installed at the premises.**

15
16 **(b) Yes. AMI meters are capable of remote reads.**

17
18 **(c) NS Power's ability to obtain remote meter readings was restored on March 31, 2026, when**
19 **meter connections to the billing system were re-established.**

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Request IR-6:

Please confirm whether any interest, penalties or late payment charges were applied to the reconciliation balance associated with the estimated billing period. If so, please provide the amounts applied.

Response IR-6:

Ms. Mitchell has not been subject to any interest, penalties or late payment charges since her account was opened in March 2025. Please refer to IR-1 Confidential Attachment 2 for a complete copy of all of all the bills issued to Ms. Mitchell. Any applicable interest, penalties, or late payment charges would appear in the first section of each bill, directly below the billing date, where account balances and payments are listed.

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Request IR-7:

Account usage information in Exhibit M-5 (p.19 of the DRO Appeal Attachment) states that meter readings happened on October 3, 2025 (117,059kWh) and December 3, 2025 (118,941kWh). These readings correspond to the readings noted on the April to December 2025 bill. Please clarify:

- (a) whether actual meter reads occurred on those dates;**
- (b) whether those reads were manual or remotely obtained;**
- (c) why two-meter readings are listed on the bill;**
- (d) why those reads did not result in reconciliation billing at that time, if applicable;**
- (e) why estimated billing continued following those reads, if applicable; and**
- (f) why the reconciliation amounts were not reflected until the February 2026 bill.**

Response IR-7:

(a) No, actual meter reads did not occur on those dates. As noted in IR-1 Confidential Attachment 2 at pages 4 and 5, those bills were estimated, and the kWh consumption was estimated.

(b) The readings for those dates were estimated as of the applicable billing dates.

(c) The April to December 2025 bill reflects a reconciliation that removes the previously estimated consumption of 4,559 kWh from the June (1,455 kWh), August (1,343 kWh), and October (1,761 kWh) bills. This corresponds to the 185-day period between April 1,

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1 2025 and October 3, 2025. The revised consumption for the period from April to December
2 is 6,441 kWh, representing updated estimated usage over the 246-day period between April
3 1, 2025 and December 3, 2025.

4
5 (d) The December 2025 bill did function as a reconciliation bill; however, it was based on
6 estimated usage available at that time rather than actual meter reads.

7
8 (e) The December 3, 2025 bill was the final estimated bill. Subsequent bills issued in February
9 and April 2026 were based on actual meter reads and recorded consumption.

10
11 (f) The reconciliation amounts were reflected on the December 3, 2025 bill (see IR-1
12 Confidential Attachments 1 and 2). The February 2026 bill (issued March 18, 2026) reflects
13 a rate change effective January 1, 2026. Specifically, the energy charge decreased from
14 \$0.18561/kWh in 2025 to \$0.18187/kWh as of January 1, 2026. This rate change accounts
15 for the presence of two energy charge lines on the February bill.

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Request IR-8:

Please explain whether NS Power requested that the customer provide self-read meter photographs or customer-submitted meter readings during the cyber incident period. If not, please explain whether that option was available to customers during the relevant period.

Response IR-8:

NS Power did not directly request that Ms. Mitchell provide self-read meter photographs or customer-submitted meter readings. However, beginning November 21, 2025, NS Power made this option available to all customers through a publicly released online form that allowed for the submission of photo meter readings. Prior to that date, customers could provide photo meter readings upon request by contacting NS Power's Customer Care Centre.

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Request IR-9:

Please explain:

- (a) what information was communicated to the customer regarding estimated billing and possible future reconciliation impacts;**
- (b) whether NS Power identified the account as having elevated reconciliation risk;**
- (c) whether any proactive mitigation or account review occurred prior to issuance of the February 2026 reconciliation bill; and**
- (d) what payment arrangements or customer accommodation measures were offered following issuance of the reconciliation bill.**

Response IR-9:

- (a)** As noted below, NS Power identified this account as having a high reconciliation balance and contacted the customer in advance of bill issuance to advise that the forthcoming bill would be higher than usual, including an explanation of the estimation process. In addition, the Company provided general communications to all customers during the cyber incident period, including bill inserts, information posted on the NSPower.ca/billing webpage, and various public communications such as advertisements and updates. These communications explained the use of estimated billing and the potential for subsequent reconciliation once normal operations resumed.
- (b)** Yes. NS Power identified this account as having a high reconciliation balance. The customer was contacted in advance of bill issuance and advised that the forthcoming bill would be higher than usual.

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- 1 (c) Yes. Prior to issuing the February 2026 bill, the meter reading was reviewed and verified
2 for accuracy.
3
- 4 (d) The customer was advised that flexible, interest-free, payment arrangements were available
5 if required. Customer Care notes indicate that when Ms. Mitchell spoke to the Company,
6 she advised that she was not interested in a payment arrangement.