

Franz DRO Appeal (NSEB M12773)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

Request IR-4:

In Ms. Franz's October 2025 bill, NS Power credited her for the 5,052 kWh it charged her in the June and August 2025 bills and charged her for the 2,093 kWh it estimated for 58 days instead of the entire reconciled period of 185 days (April 7 to October 9, 2025).

(a) Why did NS Power estimated usage for only 58 days for this bill?

(b) Does the 2,093 kWh usage cover only the August 12 to October 9, 2025, period?

(i) If yes, why did NS Power include a consumption credit from the June and August 2025 bills?

(ii) If no, what period was the usage for and how was it determined?

(iii) If no, what was the estimated usage for August 12 to October 9, 2025?

(c) Why did NS Power credit the 5,052 kWh usage?

Response IR-4:

Following a true meter read on April 7, 2025 (55,430.91), Ms. Franz's June 2025 and August 2025 bills were estimated. During the October 2025 billing period, a coding change was implemented within NS Power's Customer Information System (CIS). As a result of that coding change, the estimated consumption previously billed on the June 2025 and August 2025 invoices, totaling 5,052 kWh, was reversed and the account was intended to be rebilled for the entire period from April 7, 2025 to October 9, 2025 (185 days). However, due to a coding error, Ms. Franz's account was rebilled only for the period August 12, 2025 to October 9, 2025 (58 days), rather than the full period from April 7, 2025 to October 9, 2025 (185 days). As a result, the 5,052 kWh of estimated consumption previously billed on the June 2025 and August 2025 invoices was credited, but only 2,093 kWh was rebilled, leaving 127 days of consumption unbilled and resulting in a net credit of 2,959 kWh on the October 2025 invoice.

Franz DRO Appeal (NSEB M12773)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

1 The December 2025 bill was also estimated. The February 2026 bill was the first bill based on a
2 true meter read since April 7, 2025. The meter read obtained on February 6, 2026 was 70,908.81.
3 Based on the difference between the April 7, 2025 meter read (55,430.91) and the February 6,
4 2026 meter read (70,908.81), Ms. Franz consumed 15,477.90 kWh during that period. However,
5 because of the coding error associated with the October 2025 rebilling, only 10,426 kWh was
6 billed during that timeframe. As a result, 5,051.90 kWh of consumption was not billed to the
7 customer. NS Power does not intend to recover or charge the customer for this underbilled
8 consumption. NS Power apologizes for this error and for any confusion it may have caused. This
9 context is relevant to the responses that follow.

10
11 (a) Due to a coding error associated with a coding change implemented within NS Power's
12 CIS, Ms. Franz's account was rebilled only for the period August 12, 2025 to October 9,
13 2025 (58 days). The account should have been rebilled for the entire period from April 7,
14 2025 to October 9, 2025 (185 days).

15
16 (b) Yes. The 2,093 kWh represents the estimated consumption for the period August 12, 2025
17 to October 9, 2025.

18
19 (i) The 5,052 kWh of estimated consumption billed on the June 2025 and August 2025
20 invoices was reversed as part of the October 2025 rebilling process. The account
21 was then intended to be rebilled for the entire period from April 7, 2025 to October
22 9, 2025 (185 days). However, due to a coding error, the account was rebilled only
23 for the August 12, 2025 to October 9, 2025 period, resulting in a charge for only
24 2,093 kWh.

25 (ii) N/A.

26 (iii) N/A.

27
28 (c) The 5,052 kWh represented the estimated consumption previously billed on the June 2025
29 and August 2025 invoices. As part of the October 2025 rebilling process, that estimated
30 consumption was reversed so that the account could be rebilled for the reconciliation

Franz DRO Appeal (NSEB M12773)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

1 period. Due to the coding error, however, the account was not rebilled for the full April 7,
2 2025 to October 9, 2025 period, resulting in a net credit appearing on the October 2025
3 invoice.

Franz DRO Appeal (NSEB M12773)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

Request IR-5:

NS Power responded to Board IR-2(a) that the calculated usage per day for the October 2025 bill was 36.08333 based on usage from the October 2024 bill. However, the "Past electric use" portion of the bill showed 2959 energy used, 58 days and 51.0 kWh per day.

(a) How did NS Power calculate the 2959 energy used amount, resulting in the 51.0 kWh per day amount?

(b) Please explain the difference between the two usage per day numbers (36.08333 and 51.0 kWh per day). Was the 51.0 kWh per day number correct or an error?

Response IR-5:

(a) The "-2,959 energy used" amount shown in the "Past electric use" section of the October 2025 bill reflects the net result of the billing adjustments made during the October 2025 rebilling process. Specifically, the bill credited 5,052 kWh of previously billed estimated consumption from the June 2025 and August 2025 invoices and rebilled only 2,093 kWh for the period August 12, 2025 to October 9, 2025. As a result:

$$2,093 \text{ kWh} - 5,052 \text{ kWh} = -2,959 \text{ kWh}$$

The bill then divided the net usage amount of -2,959 kWh by the 58-day billing period to calculate the average daily usage displayed in the "Past electric use" section:

$$-2,959 \text{ kWh} \div 58 \text{ days} = -51.0 \text{ kWh per day}$$

(b) The 36.08333 kWh per day figure was the average daily usage used by the CIS estimation routine to calculate the estimated consumption for the August 12, 2025 to October 9, 2025

Franz DRO Appeal (NSEB M12773)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

1 period. Applying that daily usage over the 58-day billing period resulted in the estimated
2 consumption of approximately 2,093 kWh:

3
4
$$36.8333 \text{ day} \times 58 \text{ days} = 2,092.83 \text{ kWh (rounded to 2,093 kWh)}$$

5
6 The 51.0 kWh per day figure shown in the "Past electric use" section was not used to
7 calculate the bill. Rather, it was derived from the net usage amount displayed on the bill
8 after the 5,052 kWh credit and the 2,093 kWh rebilling adjustment were applied:

9
10
$$-2,959 \text{ kWh} \div 58 \text{ days} = -51.0 \text{ kWh per day}$$

11
12 Accordingly, the 51.0 kWh per day figure accurately reflected the net usage displayed on
13 the October 2025 bill. However, that net usage amount and resulting daily average arose
14 because of the coding error described in the response to IR-4, which caused the account to
15 be rebilled for only 58 days instead of the full 185-day period.

Franz DRO Appeal (NSEB M12773)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

Request IR-6:

NS Power included data from the October 2025 bill (2,093 kWh usage, 185 days, with a note about making December a “summer month”) in the calculation of estimated usage for the December 2025 bill.

For the December 2025 bill:

- (a) Why was the December 2024 bill used as it is not a summer period?**
- (b) Why was the October 2025 bill used when it was an estimated (not actual) bill?**
- (c) Why were billing periods before the cyber incident not used to estimate usage?**
- (d) Why was 185 days from the October 2025 bill used while its service period only covered 58 days?**

Response IR-6:

- (a)** When the December 2025 estimate was generated, CIS used the same billing month from the prior year as a starting point and reviewed the billing history from that point forward. As a result, the December 2024 bill was included because it was the corresponding billing month from the previous year. CIS also included the October 2025 bill because it was designated as a Return of Estimate (REST) summer-month bill and formed part of the billing history used by the estimation routine. The June and August 2025 bills were not included in the estimation calculation because they were estimated bills.
- (b)** NS Power implemented a code change to the CIS estimation routine in October 2025, which allowed REST estimated bills to be incorporated when calculating subsequent estimated bills.

Franz DRO Appeal (NSEB M12773)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

1
2 (c) The CIS estimation routine uses the same billing month from the prior year as a starting
3 point and reviews the billing history from that point forward when calculating an estimate.
4 For the December 2025 estimate, CIS started with the December 2024 bill. As a result,
5 billing periods prior to December 2024 were not included in the estimation calculation.
6

7 (d) Although the October 2025 bill rebilled only 2,093 kWh for the period August 12, 2025 to
8 October 9, 2025 (58 days), the CIS billing record reflected the intended reconciliation
9 period of April 7, 2025 to October 9, 2025 (185 days). As a result, the estimation routine
10 used the 2,093 kWh consumption amount together with the 185-day period recorded in
11 CIS. While the coding error affected the consumption rebilled to the account, it did not
12 change the billing period recorded in CIS. NS Power apologizes for any confusion caused
13 by its previous response regarding this issue.

Franz DRO Appeal (NSEB M12773)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

Request IR-7:

What was the actual usage during:

(a) The April 7 to June 10, 2025, period?

(b) The June 10 to August 12, 2025, period?

(c) The August 12 to October 9, 2025, period?

(d) The October 9 to December 9, 2025, period?

(e) The December 9, 2025, to February 6, 2026, period?

Response IR-7:

(a-e) Please refer to Attachment 1 for the daily meter reads available from January 1, 2025, to April 24, 2025. Daily meter reads are not available for the period from April 25, 2025, to January 28, 2026, due to the impacts of the cyber incident.

Actual interval usage data is available for the period January 28, 2026 to February 6, 2026.

Please see below.

Date	Read	Usage
28-Jan-26	70102.13	
29-Jan-26	70186.25	84.12
30-Jan-26	70284.87	98.62
31-Jan-26	no data available	
1-Feb-26	70472.97	188.1
2-Feb-26	70558.05	85.08
3-Feb-26	70647.42	89.37
4-Feb-26	70726.88	79.46
5-Feb-26	70802.59	75.71
6-Feb-26	70908.81	106.22

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

Franz DRO Appeal IR-7 Attachment 1 has been filed electronically.

Franz DRO Appeal (NSEB M12773)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

Request IR-8:

On April 16, 2026, NS Power said “The last true read in April 2025 showed 55430.91. The next true read was the one in February 2026, which had a reading of 70908.81. Ms. Franz’s consumption between April 2025 and February 2026 was 15477.90 kWh”.

Is Ms. Franz’s February 2026 bill meant to reconcile previous estimated bills?

(a) If yes:

(i) Which estimated bills did it reconcile?

(ii) Why did it use the estimated meter read from the December 2025 estimated bill (63,799.91 kWh) and not the actual meter read from the April 2025 bill (55,430.91 kWh)?

(b) If no, when will the reconciled bill be issued?

Response IR-8:

(a) Yes.

(i) The February 2026 bill was intended to reconcile the previous estimated bills issued on June 10, 2025, August 12, 2025, October 9, 2025, and December 9, 2025.

(ii) Following a code change implemented in October 2025, CIS used the meter reading from the immediately preceding bill to determine whether a reconciliation adjustment was required. If the new actual meter read exceeded the estimated meter read from the previous bill, no credit was applied because the customer had consumed more energy than had been estimated and had not been overbilled. Conversely, if the new actual meter read was lower than the estimated meter read

Franz DRO Appeal (NSEB M12773)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

1 from the previous bill, the customer would receive a credit for the overestimated
2 consumption.

3
4 In Ms. Franz's case, the actual meter read obtained on February 6, 2026 (70,908.81)
5 exceeded the estimated meter read on the December 2025 bill (63,799.91). As a
6 result, no credit was required because the customer's actual consumption was
7 greater than the estimated consumption reflected on the immediately preceding bill.

8
9 (b) Not applicable. The February 2026 bill was the reconciliation bill. However, as explained
10 in the response to IR-4, a coding error associated with the October 2025 rebilling resulted
11 in 5,051.90 kWh of consumption between April 7, 2025 and February 6, 2026 not being
12 billed to the customer. NS Power does not intend to recover or charge the customer for this
13 underbilled consumption.

Franz DRO Appeal (NSEB M12773)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

Request IR-9:

With respect to the April 2025 to February 2026 period:

- (a) What was the total dollar amount NS Power billed Ms. Franz for the per kWh Energy Charge?
- (b) What would be the total dollar amount of a per kWh Energy Charge for the 15,477.90 kWh consumed during the period?
- (c) If the amount billed does not match the amount consumed, does NS Power intend to further reconcile the bill and either charge or refund Ms. Franz for any discrepancy?

Response IR-9:

- (a) For the period April 7, 2025 to February 6, 2026, NS Power billed Ms. Franz for 10,425.9 kWh, resulting in total Energy Charges of \$1,841.82.
- (b) Based on Ms. Franz's actual consumption of 15,477.90 kWh between April 7, 2025 and February 6, 2026, the corresponding Energy Charges would have been \$2,856.20.
- (c) No. As explained in response to IR-4, a coding error associated with the October 2025 rebilling resulted in 5,051.90 kWh of consumption between April 7, 2025 and February 6, 2026 not being billed to the customer. NS Power does not intend to issue a further reconciliation bill or recover charges associated with that underbilled consumption.

Franz DRO Appeal (NSEB M12773)
NSPI Responses to NSEB Information Requests

CONFIDENTIAL (Attachment Only)

Request IR-10:

Ms. Franz's April 2026 bill showed an outstanding balance of over \$2,000.

(a) Please provide a copy of all the bills NS Power issued for Ms. Franz's account since the April 2026 bill.

(b) What payment arrangements does NS Power offer Ms. Franz to help retire the current balance over time?

Response IR-10:

(a) Please refer to Confidential Attachment 1.

(b) NS Power is able to offer Ms. Franz a 24-month budget settlement arrangement of \$403.00 per month. This monthly amount consists of \$351.00 toward ongoing electricity usage and \$52.00 toward the outstanding arrears balance. Provided these monthly payments are maintained, the arrears balance will be repaid over the 24-month period while allowing the account to remain current with ongoing usage charges.

**Franz DRO Appeal IR-10 Confidential Attachment 1 has
been removed due to confidentiality.**

Franz DRO Appeal (NSEB M12773)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

1 **Request IR-11:**

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3 **On September 14, 2026, Ms. Franz said she would like to have the meter tested. Please**
4 **provide the test results when they are ready.**

5
6 **Response IR-11:**

7
8 **Please refer to the meter test results filed with the Nova Scotia Energy Board on September 29,**
9 **2026.**