

Franz DRO Appeal (NSEB M12773)
NSPI Responses to Nova Scotia Energy Board Information Requests

NON-CONFIDENTIAL

Request IR-1:

On April 16, 2026, NS Power provided Ms. Franz's Statement of Account that showed the first charge dated August 10, 2023, for [REDACTED]. However, the Account Usage Info from the same Attachment 1 showed the earliest meter read on October 13, 2022.

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

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

(c) When was meter [REDACTED] 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 Ms. Franz'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 Ms. Franz at any point during her dispute with NS Power, her appeal with the DRO or her appeal with the Board?

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

(ii) If no, why not?

Response IR-1:

(a) NS Power started Ms. Franz's account at this property on August 3, 2022.

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1 (b) The property has a standard AMI Meter.

2
3 (c) Meter # [REDACTED] was installed at the property on August 3, 2022.

4
5 (d) No.

6
7 (i) N/A.

8 (ii) This was a new meter that had not been used at any other premises before being
9 installed at Ms. Franz's home; when meters are purchased new, they are tested and
10 certified before they are sent to NS Power.

11
12 (e) No.

13
14 (i) N/A.

15 (ii) This is not a standard practice. When a customer connects service at a location,
16 meters are not sent for testing.

17
18 (f) No.

19
20 (i) N/A.

21 (ii) A meter test was not discussed with Ms. Franz as NS Power does not believe there
22 to be any issues with the meter. The February 2026 bill was a reconciliation bill
23 for the estimated meter reads between June 2025 and December 2025. Any
24 differences between estimated and actual usage are addressed and accurately
25 reflected in a future bill. NS Power reviewed the customer's annual consumption,
26 and less power was used during the full yearly period of February 2025 to February
27 2026 than was previously used over the previous two years.

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Request IR-2:

According to the copies of Ms. Franz's bills NS Power provided to the Board on April 16, 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 Ms. Franz's actual consumption for these billing periods.

(c) Please provide a copy of Ms. Franz's April 2026 bill.

(d) What does rate code 03B in Ms. Franz's bills mean?

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

(i) If yes, please explain.

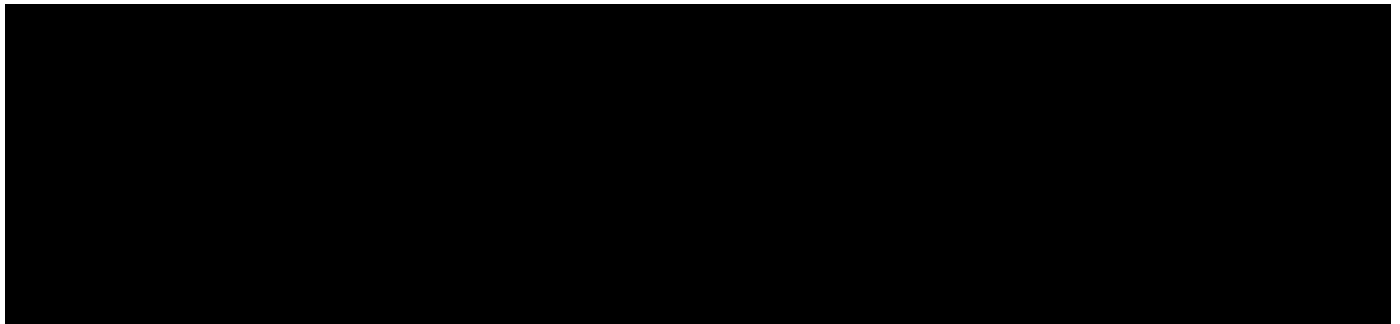
(ii) If no, does the rate code affect her energy charges?

Response IR-2:

(a) Account: 2366934

Bill Date: 10 June 2025

Season Flag: S



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1
2 **Bill Date: 12 August 2025**

3 Season Flag: S

4 Bill Period: 10 June 2025 to 12 August 2025
5

6
7
8 **Bill Date: 9 October 2025**

9 Season Flag: S

10 Bill Period: 12 August 2025 to 9 October 2025

13 **Bill Date: 9 December 2025**

14 Season Flag: S**

15 Bill Period: 9 October 2025 to 9 December 2025

16 **Note - changes were in effect on this bill to make December a "Summer Month" so all
17 Summer Month designated bills were pulled for the history (December from previous year to
18 current time - which included 2 bills)
19

21
22 (b) NS Power has usage data accumulating in the MDM starting January 2026. All historical
23 usage data was lost due to the cyber incident.

24
25 (c) Please refer to Confidential Attachment 1.

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- 1
- 2 (d) Rate code 03B is the domestic bi-monthly rate.
- 3
- 4 (e) Yes, the rate code determines which estimation routine is used when estimating customers'
- 5 usage.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

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1 **Request IR-3:**

2
3 **Ms. Franz's February 2026 bill showed that her meter was read on February 6, 2026.**

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

6
7 **(b) If the meter read in Ms. Franz'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) NS Power read the meter remotely on February 6, 2026.**

13
14 **(b) Yes, the meter was also read remotely on April 8, 2026.**