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Request IR-3:

NS Power responded to the Board's information request IR-2(a) that the read on the bill dated July 11, 2025, was a true read but was coded as an estimated read.

(a) Please explain why and how this happened.

(b) If a meter read is coded as an estimated read, does it have any impact on usage calculation or estimation?

(c) If it was a true read, on what date did NS Power read the meter and did NS Power read it in person or wirelessly?

(d) Did NS Power read Mr. Adam's meter on February 12 and April 15, 2026, in person or wirelessly?

Response IR-3:

(a) The meter read for the July 11, 2025 invoice was manually entered as a NS Power billing representative estimated the usage and entered a read based on previous use at the property. The invoice indicates the correct data, that the read was estimated. The meter read data is not generally provided to customers, so the invoice is the correct information provided to the customer.

(b) No. If the read was in fact a true read but coded as an estimate, this would have been a manual/clerical error but would not impact the customer's actual usage as billed based on a true read obtained from the meter vs. estimated by an estimation routine in CIS/MDM.

(c) The meter read for July 11, 2025 was not a true read.

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(d) Both of Mr. Adam's meter reads for February 12 and April 15, 2026 were read remotely.

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Request IR-4:

On April 23, 2026, NS Power said there are flexible, interest-free options available for retiring the balance. Considering the outstanding balance in Mr. Adam's April 2026 reaches over $2,000, even with NS Power not applying late fees or penalties on outstanding balances, what payment options can NS Power offer to ease the financial burden of this large bill?

Response IR-4:

NS Power can offer Mr. Adam a payment arrangement in line with his preferences. NS Power offers short-term repayment plans which can occur over a period of weeks or months. Alternatively, if Mr. Adam requires more time to retire his arrears balance, he could enter into a longer-term payment arrangement of 12 months or 24 months. His arrears payments would be added to his estimated usage for the year, and he would pay one flat fee every month. This would provide certainty for his payments and would provide relief so that he does not experience significantly higher bills in the winter months. These arrangements do not attract late fees or penalties.

NS Power encourages Mr. Adam to reach out to the Customer Care team to find a solution which works with his budget and his timeline.