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Request IR-1:

The Customer stated that a meter test was scheduled for April 8, 2026, but no NS Power representative attended. Please explain:

(a) Whether a meter test was scheduled for April 8, 2026;

(b) Whether the appointment was cancelled, missed, or otherwise did not proceed as planned; and

(c) Whether the meter was subsequently tested at a later date.

Response IR-1:

(a) No meter test was scheduled for April 8, 2026. A NS Power customer care representative scheduled a re-read of Ms. Ells' meter to verify the reading on that date.

(b) The appointment was kept and a Customer Service Field Representative obtained a meter read as requested on that date.

(c) Meter #2264418 has not been tested subsequently.

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Request IR-2:

The meter history provided appears to show: an actual read on August 21, 2025; estimated/unread billing periods for both October 27, 2025, and December 22, 2025; and an actual read on February 19, 2026. Please explain in detail:

- (a) How consumption was estimated during the August 21 – October 27, 2025, billing period;
- (b) How consumption was estimated during the August 21 – December 22, 2025, period;
- (c) Whether those estimates were subsequently determined to materially understate actual usage.
- (d) Why actual reads were not obtained for the October and December billing periods despite an actual meter read having been successfully obtained on August 21, 2025.

Response IR-2:

(a)

Bill Date: 27 October 2025

Season Flag: S

Account	Bill Date	Revenue Year/Mth	Season Flag	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
517931	10/27/2025	2025-10	S	8/21/2025	10/27/2025	67	2,141	31.96

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Prior Revenue Year/Mth	Season Flag	Prior Year Bill Date	Prior Year Metered Usage	Prior Year Billed Usage	Meter Multiplier	Prior Year Days	Usage Per Day w/Multiplier removed	Notes
2024-10	S	10/25/2024	1645.56	1646	1	62		
2025-08	S	8/25/2025	4202.07	4202	1	121		
			5847.63	5848	1	183	31.9508197	

(b)

Bill Date: 22 Dec 2025

Season Flag: S**

Account	Bill Date	Revenue Year/Mth	Season Flag	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
517931	12/22/2025	2025-12	S	10/27/2025	12/22/2025	56	1,830	32.68

Prior Revenue Year/Mth	Season Flag	Prior Year Bill Date	Prior Year Metered Usage	Prior Year Billed Usage	Meter Multiplier	Prior Year Days	Usage Per Day w/Multiplier removed	Notes
2024-12	S	12/23/2024	1616.01	1646	1	57		
2025-08	S	2025-08-25	4202.07	4202	1	121		
			5818.08	5848	1	178	32.68539326	

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

- (c) The 27 October 2025 estimation of 31.96 kWh per day is in line with previous years' usage; however, the changing of the season flag from W to S did underestimate the usage for the 22 December 2025 bill. This was noted above in the explanation ** for the December 22, 2025 bill date.

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- 1 (d) Read service orders were created to obtain meter reads in October and December of 2025,
2 but those service orders were cancelled due to lack of available resources (meter readers)
3 to obtain the reads in the field.

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Request IR-3:

In NS Power's response dated April 23, 2026, NS Power stated that the February 2026 read was a true read and the bill showed a total consumption of 6359 kWh from the December 22, 2025, billing date. Energy charges were broken down into the 2025 charges (970 kWh x \$0.18561 = \$180.04) and the 2026 charges (5,359 kWh x \$0.18187 = \$980.10).

(a) Please clarify whether the February 2026 billed usage represents actual consumption specifically during the December 22, 2025, to February 19, 2026, billing period or cumulative reconciliation consumption attributable to prior underestimated periods.

(b) If a combination, please provide a breakdown separating:

- (i) actual December – February consumption; and**
- (ii) prior period reconciliation adjustments.**

(c) Please provide a comparative historical analysis of the customer's winter billing periods from 2022 – 2026, including:

- (i) billing cycle dates;**
- (ii) actual kWh usage; and**
- (iii) average daily consumption.**

(d) Please explain why the February 2026 billed usage of 6,359 kWh materially exceeds comparable historical winter period usage shown in the meter history.

Response IR-3:

(a) Ms. Ells' February 2026 billed usage represents actual energy consumption as of February 19, 2026. Because the two previous bills were estimated, NS Power cannot say with

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1 certainty that Ms. Ells' meter was at 45575 on December 22, 2025 (her previous billing
2 date). However, Ms. Ells had a true meter read of 41604 on August 21, 2025 and a true
3 meter read of 51934.49 on February 19, 2026. Between those two dates Ms. Ells consumed
4 10,330.49 kWh of electricity. As the AMI functionality was not fully restored during that
5 period, it is not possible to state with certainty what Ms. Ells' actual consumption was on
6 any days other than August 21, 2025 and February 19, 2026.

7 (b)

8 (i) Please refer to (a). Actual December-February consumption information is not
9 available.

10
11 (ii) Please refer to NS Power's response to Ms. Ells' DRO Appeal, specifically
12 Confidential Attachment 3 from pages 8 to 13.

13
14 Ms. Ells had an actual read on April 22, 2025 which showed she had consumed
15 1416 kWh since February 20, 2025. On that April bill, Ms. Ells was charged for
16 two months of energy charges (\$19.17 / month), and the 1416 kWh of energy at a
17 rate of \$0.18561 / kWh. The total of those two charges was \$301.16. Additionally,
18 Ms. Ells paid \$15.06 in HST, which is the 14 percent charged on the \$301.16, less
19 the Provincial 9 percent rebate. Customers pay 5 percent HST on their total energy
20 charges. Ms. Ells' total charges on her April 2025 bill were \$316.22.

21
22 In June, Ms. Ells received an estimated bill. The bill was for 1703 kWh. She was
23 again charged two months of base charges (\$38.34) and energy charges of 1703 x
24 \$0.18561 (\$316.09), for a total of \$354.43. The 5 percent HST on the \$354.43 was
25 \$17.72. Ms. Ells' total charges on the June bill were \$372.15.

26
27 There was a reconciliation adjustment on Ms. Ells' August bill. She had an actual
28 read on August 21. Between April 22, 2025 and August 21, 2025, Ms. Ells
29 consumed 4202 kWh of energy. The pre-tax amount on the June bill (\$354.43) was
30 credited to Ms. Ells on her August bill. She was then charged four months of base

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charges (\$76.68) representing the charges for the four months between April 22 and August 21. She was also charged the 4202 kWh of energy at \$0.18561 for a total of \$779.93. The new charges on the August bill amounted to \$856.61. The reconciliation adjustment was the reversal of the base and energy charges from the June bill (\$354.43).

Ms. Ells received an estimated bill in October for 2141 kWh of usage. On that bill she was charged for her two months of base charges ($2 \times \$19.17 = \38.54), and 2141 kWh at \$0.18561 (\$397.39), for a total of \$435.73. The 5 percent HST on that amount was \$21.78. The total owing on the October bill was \$457.51.

There was another reconciliation adjustment on Ms. Ells' December 2025 bill. She was credited \$435.73 for the total energy charges (two base charges and 2141 kWh used) on the October bill. Ms. Ells was charged the four months' worth of base charges from August 21 to December 22 (\$76.68) as well as 3971 kWh at \$0.18561 (\$737.06). So her new base and energy charges were \$813.74. The \$435.73 charged in October was deducted from the \$813.74, leaving an updated charge of \$378.01, plus the 5 percent HST (\$18.90) owing on that amount.

Therefore, the reconciliation adjustments were as follows:

- August 2025: -\$354.43
- December 2025: -\$435.73

(c) Please refer to the table below.

Billing Period	Actual Usage	Days in Period	Average Daily Consumption
2022 – February 2023	3021	60	50.4
2022 – April 25	1836	62	29.6
2022 – June 24	918	62	14.8

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Billing Period	Actual Usage	Days in Period	Average Daily Consumption
2022 – August 25	833	62	13.4
2022 – October 25	823	59	13.9
2022 – December 22	1700	60	28.3
2023 – February 22	1438	62	23.2
2023 – April 25	1355	60	22.6
2023 – June 26	977	62	15.8
2023 – August 25	990	16.0	16.0
2023 – October 25	1130	61	18.5
2023 – December 21	1242	56	22.2
2024 – February 23	2042	65	31.4
2024 – April 24	1759	61	28.8
2024 – June 24	1421	59	24.1
2024 – August 25	1909	63	30.3
2024 – October 25	1646	62	26.5
2024 – December 23	1616	57	28.4
2025 – February 24	2029	63	32.2
2025 – April 24	1416	61	23.2
2025 – August 25	4202	121	34.16
2025 – December 22	3971	123	32.28
2026 – February 23	6359	59	107.8

1
2 There is no actual kWh information for June, October and December 2025 as the energy
3 consumption was estimated. The actual kWh consumption is calculated from the previous
4 true read.

- 5
6 (d) The February 2026 billed usage of 6,359 kWh materially exceeds previous comparable
7 periods because the estimated energy consumption in October and December was likely
8 significantly underestimated. Ms. Ells probably used significantly more energy between

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1 October and December than was estimated (1830 kWh), and even the estimate between
2 August and October may have been low (2141 kWh). NS Power has no information about
3 how electricity is used in a customer's premises; Ms. Ells' previous kWh used in the
4 February billing periods ranged from 1438 kWh in 2023 to 3021 kWh in 2022.