Request IR-4:

The historical billing information provided in NS Power's response dated April 23, 2026, and in response to IR-3 indicates that total annual energy consumption increased from approximately 7,132 kWh in 2023 to 10,393 kWh in 2024 and to approximately 11,618 kWh hours or more in 2025 (including consumption subsequently built in February 2026).

(a) **Please provide NS Power's analysis of the factors contributing to this increase in recorded consumption, including whether it is consistent with the customer's historical consumption profile.**

(b) **Please advise whether NS power performed any exception analysis to determine whether the increase was reasonable before concluding that the recorded consumption accurately reflected electricity used at the premises.**

(c) **If NS power attributes the increase solely to underestimation of the October and December 2025 bills, please quantify:**

- **(i)** **the portion of the increase attributable to reconciliation of prior estimated bills; and**
- **(ii)** **the portion representing an actual increase in the customer's overall annual electricity consumption compared with prior years.**

(d) **Please compare the customer's annual consumption for 2023 through 2025 with comparable customers in the same service territory and advise whether the 2025 increase falls within the range of expected year over year variation.**

(e) **Please provide the amount that would have been estimated if the December bill had been coded as a winter billing period instead of a summer billing period.**

Response IR-4:

(a) NS Power is responsible for the delivery of electricity to the metering point. NS Power does not control or have visibility into how electricity is consumed within a customer's premises and, therefore, cannot determine the specific factors contributing to changes in a customer's energy consumption.

A customer's electricity usage may be influenced by a wide range of factors, including but not limited to household occupancy, lifestyle and usage patterns, heating systems, appliances and other electrical equipment, renovations or additions to the home, weather conditions (including periods of extreme or fluctuating temperatures), as well as electrical issues within the customer's premises. These are factors that are outside NS Power's knowledge and control. Customers seeking to better understand their energy usage may wish to consult Efficiency Nova Scotia.

(b) No, there was no exception analysis performed. The meter installed at the premises is a Measurement Canada-certified meter approved for billing purposes, and NS Power identified no evidence that it was malfunctioning. As noted in NS Power's July 30, 2026 email correspondence to the Board, Ms. Ells advised that she has been monitoring the meter daily, believes it is functioning properly, and does not wish to have it exchanged for testing at this time. In the absence of any evidence of meter malfunction, NS Power had no reason to question the accuracy of the recorded consumption.

In addition, NS Power maintains a high-bill review process under which bills exceeding established thresholds (>$2116 total billed amount) are automatically flagged for manual review prior to issuance. None of the customer's bills met the applicable threshold and, accordingly, were not flagged for additional review.

(c) NS Power cannot quantify the portions requested. The increase in consumption reflected on the bill issued after the actual meter read on February 19, 2026 reflects electricity consumption that accrued between the actual meter reads on August 21, 2025 and February 19, 2026. Because the bills issued between August 21 and December 22, 2025 were based on estimates and daily interval data for that period is unavailable as a result of the cyber incident, NS Power cannot determine how much of the consumption subsequently billed is attributable to reconciliation of the estimated bills and how much reflects actual changes in the customer's electricity usage.

(d) NS Power is unable to provide a meaningful comparison between the customer's annual consumption and that of other residential customers. As mentioned in part (a), residential electricity consumption is highly individualized and is influenced by numerous customer-specific factors, including but not limited to dwelling size and construction characteristics, building efficiency, heating source, occupancy levels, household size, appliance usage, personal energy-use behaviours, and other site-specific conditions. As a result, there is no reliable basis on which to identify a comparable group of customers or to determine whether a particular year-over-year change in usage is "expected" for any individual customer.

(e) If the December 22, 2025 bill had been coded as a winter billing period rather than a summer billing period, the estimated usage would have been approximately 1,565 kWh. Please see the tables below.

Bill Date	Revenue Year/Mth	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
12/22/2025	2025-12	10/27/2025	12/22/2025	56	1,566	27.96

Prior Revenue	Prior Year Bill Date	Prior Year Metered Usage	Prior Year Billed Usage	Meter Multipler	Prior Year Days	Usage Per Day	Notes
2024-12	12/23/2024	1616.01	1616	1	57		
2025-02	2/24/2025	2029.02	2029	1	63		
2025-04	4/24/2025	1416.18	1416	1	61		
		5061.21	5061	1	181	27.961326	

NS Power notes that its response to IR-2(c) stated that the use of the summer season flag understated the December 22, 2025 estimated usage. Upon further review, NS Power has determined that, had the winter billing-period methodology been applied, the estimated usage would have been lower than the estimate produced using the summer billing-period methodology.

The higher estimate under the summer billing-period methodology reflects the historical data used in the calculation. The summer billing-period data set contained only two historical billing periods, one with lower usage over fewer days and one with higher usage over a longer period, resulting in a higher average daily consumption and, consequently, a higher estimated usage for the December 22, 2025 billing period.

Request IR-5:

Please provide copies of all the invoices issued in 2026 up to the date of this request.

Response IR-5:

Please refer to Confidential Attachment 1.

Ells DRO Appeal IR-5 Confidential Attachment 1 has been removed due to confidentiality.