

Coxhead DRO Appeal (NSEB M12804)
NSPI Responses to NSEB Information Requests

REDACTED

Request IR-1:

On May 11, 2026, NS Power provided Ms. Coxhead's Account Usage Info in Attachment 1 that showed the meter reads reaching as far back as February 21, 2021.

(a) Please confirm when NS Power started Ms. Coxhead's account at [REDACTED]

(b) When was the analog meter #1071472 installed at the property?

(c) 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?

(d) Was the meter tested when Ms. Coxhead's account started at the property?

(i) If yes, what was the test result?

(ii) If no, why not?

(e) Why can NS Power no longer support analog meters? What is NS Power's plan for its customers who still have analogue meters?

(f) Please explain why NS Power cannot put Ms. Coxhead's analog meter back on her property if it is to be removed for testing.

(g) Did NS Power discuss the switch to a digital meter with Ms. Coxhead during her dispute with NS Power, her appeal with the DRO or her appeal with the Board?

(i) If yes, when? Please provide the correspondence if available.

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(ii) If no, why not?

Response IR-1:

(a) NS Power started service for Ms. Coxhead at [REDACTED] on August 27, 2020.

(b) An analog meter # 1071472 was installed on June 21, 2022 at the property.

(c) No. The meter was not tested when it was installed at the property

(i) n/a

(ii) This is not a standard practice. The meter was sealed and not required to be tested.

(d) No. The meter was not tested when Ms. Coxhead started at the property.

(i) n/a

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

(e) NS Power can no longer support analog meters as they are no longer in production and manufacturing of these meters has ceased. For all NS Power customers that currently have analog meters, existing meters will be replaced with a digital meter with no communication technology when the analog meters are removed. The digital meters operate the same as analog meters, but with a digital display.

(f) Once Ms. Coxhead's analog meter is removed for testing, it will then be held for six months in case Ms. Coxhead wishes to pursue further testing with Measurement Canada. After the holding period, the analog meter will be removed from inventory and recycled after the components are separated.

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- 1 (g) Yes, NS Power discussed the option of a digital meter with Ms. Coxhead during her dispute
2 with the DRO. It is referenced in both the 2025 and 2026 disputes.

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Request IR-2:

According to the copies of Ms. Coxhead's bills NS Power provided the Board on May 11, 2026, there were four estimated bills issued in June, August and December 2025, and February 2026.

Ms. Coxhead said she was evacuated in August and September 2025 because of the wildfire, and her power was off.

(a) Please explain in detail how NS Power estimated the consumption in each of these bills?

(b) Did NS Power consider special circumstances like the 2025 wildfire in estimating consumption for customers in the affected area?

(c) If NS Power now has access to usage data that was not available during the cyber incident, please provide Ms. Coxhead's actual consumption for these billing periods.

(d) Please provide the situation that led to the actual meter read on October 9, 2025 recorded in the non-estimated bill dated October 16, 2025.

(e) Please provide a copy of Ms. Coxhead's June 2026 bill.

Response IR-2:

(a) See below.

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Bill Date: 13 June 2025

Account	Bill Date	Revenue Year/Mth	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
2274365	6/13/2025	2025/06	4/8/2025	6/13/2025	66	2,632	39.88

Prior Revenue Year/Mth	Prior Year Bill Date	Prior Year Metered Usage	Prior Year Billed Usage	Meter Multiplier	Prior Year Days	Usage Per Day w/Multiplier removed	Notes
2024/06	6/14/2024	3453	3453	1	60		
2024/08	8/15/2024	1863	1863	1	63		
2024/10	10/16/2024	1902	1902	1	58		
		7218	7218	1	181	39.87845	

Bill Date: 15 August 2025

Account	Bill Date	Revenue Year/Mth	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
2274365	8/15/2025	2025/08	6/13/2025	8/15/2025	63	1,960	31.11

Prior Revenue Year/Mth	Prior Year Bill Date	Prior Year Metered Usage	Prior Year Billed Usage	Meter Multiplier	Prior Year Days	Usage Per Day w/Multiplier removed	Notes
2024/08	8/15/2024	1863	1863	1	63		
2024/10	10/16/2024	1902	1902	1	58		
		3765	3765	1	121	31.1157	

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Bill Date: 12 December 2025

Account	Bill Date	Revenue Year/Mth	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
2274365	12/12/2025	2025/12	10/9/2025	12/12/2025	64	1,025	16.02

Prior Revenue Year/Mth	Prior Year Bill Date	Prior Year Metered Usage	Prior Year Billed Usage	Meter Multiplier	Prior Year Days	Usage Per Day w/Multiplier removed	Notes
2025/10	10/16/2025	287	287	1	184		
2024/12	10/10/2024	3620	3620	1	60		
		3907	3907	1	244	16.0123	

Bill Date: 13 February 2026

This bill for usage from 12 December 2025 to 13 February 2026 was cancelled and rebilled on the 3 March 2026 due to an input error of a read into the billing system from a picture read obtained from the customer. The 3 March 2026 bill was billed from 12 December 2025 to 2 March 2026 using true read.

- (b) NS Power was not aware of the special circumstances when estimating the customer's bills.
- (c) NS Power does not have access to historical usage data prior to the end of December 2025.
- (d) This was a regularly scheduled bi-monthly meter read.
- (e) Please refer to Confidential Attachment 1.

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

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Request IR-3:

Ms. Coxhead's bills show that her Equal Billing plan started in July 2024 for \$489/month, then changed to \$414/month (except for the April 2025 bill) and \$550/month in the first and second half of 2025 respectively to ensure her monthly payment is "on track". Ms. Coxhead's account balance reached over \$6,500 in the April 2026 bill, with \$1,800 Equal Billing amount due.

All of Ms. Coxhead's bills in 2024 and 2025 noted 1.5% interest per month on overdue amounts and interest was charged in her February and April 2024 bills. Her 2026 bills note that NS Power is not applying late fees or penalties on outstanding balances.

On March 10, 2026, NS Power confirmed that the \$550/month Equal Billing payment would continue.

(a) Please explain NS Power's calculations of each of Ms. Coxhead's Equal Billing payment amount for mentioned above. Does it take into account the Total Account Balance amount or the Equal Bill due amount at the time of review?

(b) Why did the April 2025 bill not show an Equal Billing amount?

(c) Please demonstrate NS Power's process of reviewing the \$550/month Equal Billing amount for Ms. Coxhead's account, following the DRO's directive?

(d) Will the Equal Billing amount be recalculated in July 2026?

(i) If yes, what will the new amount be?

(ii) If no, why not?

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- 1 **(e) How long does NS Power expect it would take for Ms. Coxhead's account balance to**
2 **reduce back to the \$1,000 - \$2000 range as it was in 2024 and 2025 if:**
3
4 **(i) All Equal Billing payments of \$550/month are made on schedule from July**
5 **2026?**
6 **(ii) Equal Billing amount is set to \$300/month starting July 2026?**
7
8 **(f) What is NS Power's plan for not charging late fees on customers' outstanding**
9 **balances?**
10
11 **(i) How long will this practice continue?**
12 **(ii) If and when the interest on arrears comes back:**
13 **(i) Does NS Power expect it to remain at 1.5% per month?**
14 **(ii) Does NS Power plan any supports for its customers having large**
15 **outstanding balances due to reconciled or catch-up bills?**
16

17 Response IR-3:
18

- 19 **(a)** Ms. Coxhead was set up on an equal monthly budget plan of \$489 per month in May 2024.
20 This began with the next meter read bill which was her July invoice. The equal monthly
21 budget plan remained at \$489 per month until January 2025. January is the anniversary
22 month of the equal monthly budget plans, and is when budgets are recalculated based on
23 the previous year's consumption and includes any balance remaining at the end of the year.
24 Ms. Coxhead's monthly payments then changed to \$550 per month in April based on the
25 DRO's Final Written Decision dated April 24, 2025.
26
27 **(b)** Ms. Coxhead's April bill did not show an equal monthly amount because at the time when
28 the bill printed, she was in dispute with the DRO. The DRO's decision was made after the
29 bill printed. The DRO's Decision was made on April 24, 2025 and the \$550 monthly

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1 amount was then set up on the account. This again was effective with the customer's next
2 meter read bill, which was the June 2025 bill.

3
4 (c) In March 2026, NS Power reviewed the current usage and the arrears and NS Power was
5 willing to extend the DRO's previous offer of \$550 per month. Upon review at that time,
6 the usage at the address was \$364 per month and the arrears over 36 months was \$161 per
7 month ($\$5812 / 36 = \161). The usage $\$364 + \text{arrears } \$161 = \$525$, so the equal monthly
8 payments were left at \$550.

9
10 (d) The equal billing amount will not be recalculated in July 2026.

11 (i) n/a

12 (ii) The \$550 per month was a budget settlement agreement to include arrears rolled
13 into the payment and is a set amount for 36 months.

14
15 (e) The information below is based on Ms. Coxhead's total account balance of \$7,071.21 as
16 of June 15, 2026. NS Power assumes that this question refers to an equal billing amount
17 each month which includes a blend of both the arrears of \$7,071.21 and the new usage fees
18 each month.

19
20 Ms. Coxhead's ongoing usage is approximately \$364 per month. This amount has to be
21 added to the arrears amount each month to come up with the equal billing amount.

22
23 NS Power does not generally offer payment arrangements for arrears balances greater than
24 24 months.

25
26 It would require monthly payments of \$295 to retire the current arrears balance of
27 \$7,071.21 in 24 months. Extending the amortization period to 30 months would result in
28 monthly arrears payments of \$236. A 36-month amortization period would result in
29 monthly arrears payments of \$197.

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1 Assuming the current usage amount remains at \$364, to retire the \$7,071.21 balance in 24
2 months, Ms. Coxhead's equal billing payments would be \$659. Retiring the balance in 30
3 months would require monthly payments of \$600. Retiring the balance in 36 months would
4 require monthly payments of \$561. NS Power would not extend a payment arrangement
5 beyond 36 months.

6
7 Late fees and interest are not charged on equal billing amounts.

8
9 With respect to the specific questions, NS Power provides the following responses.

10
11 (i) A \$550 monthly payment would include \$295 toward the arrears, and \$205 toward
12 the current usage for that month. Assuming continued monthly average usage of
13 \$360, with a monthly combined payment of \$550, only \$190 per month of the
14 \$7,071.21 would be retired. In that case, it would take 37 months to retire just the
15 current arrears balance without incurring any additional arrears.

16
17 Or, if Ms. Coxhead paid a total of \$910 per month (\$550 arrears plus \$360 current
18 each month), that balance would be cleared in approximately 13 months.

19
20 (ii) A monthly combined equal billing payment of \$300 is not a viable option because it
21 is less than Ms. Coxhead's average monthly usage of \$364. It would take 24 months
22 for Ms. Coxhead to retire the only the existing arrears balance of \$7,071.21 at \$300
23 per month. If she were only paying \$300, she would be paying \$64 less than her
24 current usage each month. Not only would she not be paying off any of the existing
25 arrears, she would be incurring an additional arrears amount of approximately \$64
26 per month; at the end of 24 months, she would be in a position where her arrears
27 balance was \$10,176.

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1 (f) NS Power has not yet announced the date on which it will return to normal business
2 practices, including charging interest and late fees, and disconnecting service.

3
4 (i) NS Power cannot provide a date when this practice will change, but we will
5 communicate with customers before reintroducing any late fees on unpaid amounts.

6
7 (ii) There are no current plans to change the interest rate of 1.5 percent per month.
8 Customers needing time to retire outstanding balances may contact NS Power's
9 Customer Care Centre to make payment arrangements which include short- and
10 longer-term payment plans (up to 24 months), as well as the option of enrolling in
11 equal billing plans to combine arrears payments and current usage payments.