

Porter DRO Appeal (NSEB M12818)
NSPI Responses to NSEB Information Requests

REDACTED

Request IR-1:

On May 7, 2026, NS Power provided Mr. Porter's Account Usage Info in Attachment 1 that shows the first bill dated July 22, 2022, for [REDACTED] while his Statement of Account in the same Attachment 1 only went back as far as January 31, 2024.

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

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

(c) When was meter #435825 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 Mr. Porter'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 Mr. Porter at any point during his dispute with NS Power, his appeal with the DRO or his appeal with the Board?

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

(ii) If no, why not?

Response IR-1:

(a) Mr. Porter's account at this property started on August 26, 2009.

(b) The property is equipped with an analog meter.

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1 (c) Meter #435825 was installed at the property on October 1, 1978.

2
3 (d) No.

4
5 (i) N/A.

6 (ii) The meter was new at the time of installation and had not previously been installed
7 at another premises. New meters are tested and certified by the manufacturer prior
8 to being supplied to NS Power.

9
10 (e) No.

11
12 (i) N/A.

13 (ii) It is not standard practice to test meters when a customer initiates service. NS Power
14 adheres to the *Electricity and Gas Inspection Act* and Regulations, which set out
15 the requirements for maintenance, testing and certification of all meters used for
16 billing purposes in Canada. These regulations mandate compliance with
17 Measurement Canada specifications (S-E-02 or S-S06 Compliance Sampling
18 Specifications), which set out certification and seal periods for electricity meters.
19 As mentioned above, meter #435825 was certified and sealed at the manufacturer's
20 Measurement Canada-accredited facility prior to installation.

21
22 (f) No.

23
24 (i) N/A.

25 (ii) A meter test was not proposed, as NS Power had no reason to believe the meter was
26 operating inaccurately or experiencing a malfunction. Mr. Porter's dispute relates
27 to billing concerns, specifically the application of a credit following submission of
28 a customer-provided meter reading.

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Request IR-2:

- (a) According to the copies of Mr. Porter's bills NS Power provided the Board on May 7, 2026, there were five estimated bills issued in July, September, November 2025, January and March 2026.**
- (b) Please explain in detail how NS Power estimated the consumption in each of these bills?**
- (c) If NS Power now has access to usage data that was not available during the cyber incident, please provide Mr. Porter's actual consumption for these billing periods.**
- (d) Please provide a copy of Mr. Porter's 2023 bills.**
- (e) Please provide a copy of Mr. Porter's May 2026 bill.**
- (i) Was this bill based on the true meter read of 44,239 NS Power did in person on April 9, 2026, at Mr. Porter's request?**
- If no, please clarify if NS Power read the meter in person or wirelessly in May 2026.**

Response IR-2:

- (a) Correct.**
- (b) Please see below.**

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Bill Date: 24 July 2025

Bill Date	Revenue Year/Mth	Season Flag	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
7/24/2025	2025/07	S	5/21/2025	7/24/2025	64	2,270	35.47

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
2024/07	S	7/24/2024	1640	1640	1	63		
2024/09	S	9/20/2024	1748	1748	1	61		
2025/05	S	5/23/2025	3244	3244	1	63		
			6632	6632	1	187	35.46524	

Bill Date: 22 Sept 2025

Bill Date	Revenue Year/Mth	Season Flag	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
9/22/2025	2025-09	S	7/24/2025	9/22/2025	60	2,415	40.25

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
2024-09	S	9/20/2024	1748	1640	1	61		
2025-05	S	5/23/2025	3244	3244	1	63		
			4992	4884	1	124	40.25806	

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Bill Date: 21 Nov 2025

Bill Date	Revenue Year/Mth	Season Flag	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
11/21/2025	2025-11	S	9/22/2025	11/21/2025	60	2,869	47.82

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
2024-11	S	11/22/2024	2734	2734	1	62		
2025-05	S	5/23/2025	3244	3244	1	63		
			5978	5978	1	125	47.824	

Bill Date: 23 Jan 2026

Bill Date	Revenue Year/Mth	Season Flag	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
1/23/2026	2026-01	S	11/21/2025	1/23/2026	63	5,831	92.56

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
2025-01	S	1/20/2025	5284	5284	1	62		
2025-03	S	3/24/2025	5823	5823	1	58		
			11107	11107	1	120	92.55833	

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Bill Date: 24 Mar 2026

Bill Date	Revenue Year/Mth	Season Flag	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
3/24/2026	2026-03	W	1/23/2026	3/24/2026	60	5,779	96.32

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
2025-03	W	3/24/2025	5823	5823	1	58		
2026-01	W	1/23/2026	5831	5831	1	63		
			11654	11654	1	121	96.31405	

(c) Mr. Porter is an opt-out customer from the AMI program, and the premises is equipped with an analog meter. As a result, detailed daily usage data is not available for this account. The only consumption data available for the premises is based on manual meter reads. Because the bills in question were estimated, no manual reads were obtained for those billing periods and actual consumption data is not available.

(d) Please refer to Confidential Attachment 1.

(e) Please refer to Confidential Attachment 2.

(i) No. Mr. Porter's meter was read in person on May 20, 2026. The reading obtained at that time was 46,068, which is higher than the reading of 44,239 obtained during the in-person read conducted on April 9, 2026.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

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Request IR-3:

NS Power mentioned that Mr. Porter provided a picture read of his meter (31,835 kWh) on November 27, 2025, and NS Power adjusted his account for a \$594.81 credit (showed as an adjustment in the Statement of Account on January 23, 2026).

Mr. Porter's November 2025 bill showed an (estimated) "New meter read" of 34,887. This read would normally become the "Last meter read" in the next bill. However, his January 2026 bill showed 31,835 as the "Last meter read".

(a) How did NS Power reconcile the difference between the 34,887 read in November 2025 and the 31,835 read from Mr. Porter's photo?

(b) Please provide a detailed calculation of the charges in the January 2026 bill – two base charges, two energy amounts, the usage adjustment with their respective GST and Provincial Rebate adjustments.

(c) Did NS Power provide Mr. Porter with an explanation of the \$594.81 credit?

Response IR-3:

(a) The November 2025 bill reflected an estimated meter reading of 34,887 kWh. On November 27, 2025, Mr. Porter provided a photograph of the meter showing an actual reading of 31,835 kWh. The difference between the estimated and actual readings was 3,052 kWh. NS Power adjusted the account by resetting the service record to reflect the actual meter reading of 31,835 kWh, with a corresponding read date of November 21, 2025. NS Power corrected the customer's account by adjusting usage by 3,052 kWh, resulting in a credit of \$594.81 applied on the January 2026 invoice.

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(b) Proration Dates:

21 Nov 2025 to 31 Dec 2025 – 40 days

31 Dec 2025 to 23 Jan 2026 – 23 days

Total Bill Period – 63 days

Base Charge:

$(40 / 63) \times (19.17 \times 2) = \24.34

$(23 / 63) \times (19.17 \times 2) = \14.00

Energy Charge:

$(40 / 63) \times 5831 \times .18561 = \687.13

$(23 / 63) \times 5831 \times .18187 = \387.20

Adjustment:

Energy Adjustment: $-3052 \times .18561 = -\$566.48$

HST Adjustment: $-3052 \times 14\% = -\$79.31$

Pro Rebate adjustment: $-3053 \times 9\% \times -1 = \50.98

HST:

$(24.34 + 14.00 + 687.13 + 387.20) \times 14\% = \155.77

Provincial Rebate:

$(24.34 + 14.00 + 687.13 + 387.20) \times 9\% \times -1 = -\100.14

(c) Yes. Mr. Porter was provided with an email confirming the amount of the \$594.81 credit. The communication explained that the prior bill had been estimated based on historical consumption, and that the credit was applied after NS Power used the customer-provided meter reading to determine that actual consumption was lower than the estimated amount.

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Request IR-4:

NS Power mentioned to the DRO on April 14, 2026, that Mr. Porter is on a monthly budget plan of \$323 per month.

From the copies of Mr. Porter's bills that NS Power and Mr. Porter provided the Board, Mr. Porter's equal billing amount was \$124 per billing cycle in 2023, \$289 in 2024, \$323 in 2025 and 2026 (up to the March 2026 bill).

(a) When did Mr. Porter's Equal Billing Plan start?

(b) What were the details of Mr. Porter's Equal Billing Plan?

(c) Please explain how NS Power calculate Mr. Porter's equal billing amount for each year from 2023 to 2026.

(d) NS Power issues bi-monthly bills, which means there are normally two payments of the (monthly) equal billing amount in each bill. Why do the bills only show one "payment received" amount and take the second "payment received" off the amount owing from last bill instead?

(e) Considering Mr. Porter's account balance amounts in the November 2024 and November 2025 bills were close to \$800 and \$1,800 respectively, why did NS Power not recalculate his equal billing amount in January or July 2025 or January 2026 to gradually reduce the account balance?

(f) Will NS Power recalculate Mr. Porter's equal billing amount in July 2026?

(i) If yes, what would the new equal billing amount be?

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1 **(ii) If no, does NS Power offer Mr. Porter a payment plan to help reducing the**
2 **account balance?**

3
4 Response IR-4:

5
6 (a) Mr. Porter's Equal Billing Plan started in August 2009.

7
8 (b) The Equal Billing Plan provides customers with a predictable, interest-free monthly
9 payment amount. The plan spreads a customer's estimated annual electricity costs, along
10 with any existing account balance evenly over a 12-month period.

11
12 (c) NS Power calculates the monthly equal billing amount using the following general
13 methodology:

- 14
- 15 • Multiply the total electricity consumption (kWh) for the previous year by the
16 applicable energy rate.
 - 17
 - 18 • Divide the resulting amount by 12 to determine the average monthly consumption
19 cost.
 - 20
 - 21 • Add the applicable monthly fixed charge (base fee).
 - 22
 - 23 • Apply applicable taxes and credits (currently a net adjustment of approximately
24 4%, reflecting the 14% HST and 10% provincial rebate, subject to variation
25 depending on applicable charges).
 - 26
 - 27 • Adjust for any account balance remaining at the end of the previous year (credit or
28 debit), spread evenly over 12 months.
 - 29

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- 1 • Applying this methodology, Mr. Porter's equal billing amounts were calculated as
2 follows (amounts may vary due to CIS rounding differences):
3

4 **2023 - \$247 then updated in July to \$124***

5 Total kWh for 2022 = 20,951

6 Rate = 0.16215

7 Base fee = \$10.83

8 Balance at end of 2022 = \$747.74CR
9

10 $20951 \times 0.16215 = 3397.20 / 12 = 283.10 + 10.83 = 293.93 \times 1.04 = 305.69$

11 $(747.74 / 12 = 62.31)$

12 $305.69 - 62.31 = \mathbf{\$243.38}$
13

14 *Note: Mid-year adjustment was calculated based on updated consumption over
15 the preceding 12 months.
16

17 **2024 – \$289**

18 Total kWh for 2023 = 16,899

19 Rate = 0.17547

20 Base fee = \$19.17

21 Balance at end of 2023 = \$140.90

22 $16899 \times 0.17547 = 2965.27 / 12 = 247.11 + 19.17 = 266.28 \times 1.04 = 276.93$

23 $(140.90 / 12 = 11.74)$

24 $276.73 + 11.74 = \mathbf{\$288.67}$
25

26 **2025 – \$323**

27 Total kWh for 2024 = 18,020

28 Rate = 0.18094

29 Base fee = \$19.17

30 Balance at end of 2024 = \$209.24

31 $18020 \times 0.18094 = 3244.69 / 12 = 270.39 + 19.17 = 289.56 \times 1.04 = 301.14$

32 $(209.24/12 = 17.44)$

33 $301.14 + 17.44 = \mathbf{\$318.58}$
34

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2026 – \$323

The January 2026 review and adjustment of equal billing plan amounts could not be completed as usual due to the cyber incident. Accounts are scheduled for review by July 2026 to determine whether adjustments are required.

- (d) Equal Billing Plan customers receive a bi-monthly billing statement (approximately every 60 days), as well as an interim “memo” bill between billing cycles. Depending on payment timing, payments may be reflected either on the bi-monthly bill or on the memo statement.
- (e) As of November 22, 2024, Mr. Porter’s account balance was \$787.24. However, two additional equal billing payments of \$289 each were still due in November and December 2024. These payments reduced the balance to approximately \$209 by year-end, which was then incorporated into the calculation of the 2025 equal billing amount. Mr. Porter’s account balance as of November 21, 2025 was \$1,781.45. The mid-year (July 2025) and annual (January 2026) reviews and adjustments of equal billing amounts could not be completed as usual due to the cyber incident.
- (f) NS Power is currently assessing the impacts of the cyber incident on the equal billing recalculation process and anticipates recalculating Mr. Porter’s account in July 2026. Based on preliminary analysis of historical usage for the period April 2025 to April 2026, the monthly equal billing amount would likely increase by approximately \$73.13, bringing the total monthly amount to approximately \$396; however, this estimate does not include repayment of the outstanding arrears of \$1,918.71, as mid-year recalculations do not incorporate arrears into the monthly amount.