Request IR-1:

The account for the European New Market at [redacted], is under Ms. Inga Giter's name, but Mr. Genadi Shpoker filed the appeal with the Board on behalf of the business. For simplicity, the Board will simply refer to bills in dispute as "the bills".

On May 11, 2026, NS Power provided copies of the bills in Attachment 3. The first bill dated January 11, 2024, shows a connection fee and that the meter was read on January 9, 2024.

(a) Please confirm if NS Power started the account at this address on January 9, 2024.

(b) What kind of meter is meter #2209653?

(c) When was the meter installed at the property? When is it due for recertification after the manufacturer's 10-year seal?

(d) Did NS Power discuss a meter test with Mr. Shpoker at any point during this dispute with NS Power, the appeal with the DRO or the appeal with the Board?

(i) If yes, what was the decision on regarding the meter test?
(ii) If no, why not?

Response IR-1:

(a) No. NS Power opened the account for this service address on December 6, 2023.

(b) Meter #2209653 is a standard AMI meter.

(c) Meter # 2209653 was installed at the property on July 23, 2020. The meter is scheduled for recertification on December 27, 2029.

(d) No, NS Power did not discuss a meter test with Mr. Shpoker at any point during the dispute.

(i) N/A.

(ii) During NS Power's investigation of the billing concerns, Mr. Shpoker provided a photograph of the meter reading in January 2026. NS Power reviewed the meter reading and confirmed that the bills accurately reflected the meter's recorded consumption. As there was no indication that the meter was malfunctioning, a meter test was not pursued.

Request IR-2:

According to the copies of the bills, NS Power used the average usage from the same month in the previous year to estimate the usage for the months it could not obtain true meter reads (May 2025 to February 2026) except for the November 2025 bill.

(a) Why was the account setup on a monthly billing cycle instead of bi-monthly?

(b) Please explain why NS Power did not use historical usage from multiple bills with the same seasonal code to estimate the consumption in these bills? Is it a fair estimate to use only one historical data point from the year before?

(c) Mr. Shpoker provided a meter read on January 22, 2026. Why didn't NS Power include this meter read in the usage estimate for his February 2026 bill?

(d) Please explain the $3,309.97 adjustment included in the October 2025 bill.

(e) Please provide a copy of the May and June 2026 bills.

(f) Please provide the full payment history of this account.

Response IR-2:

(a) This service address was established under a commercial monthly billing schedule.

(b) This customer is billed monthly, and the estimation routine for monthly-billed accounts differs from that used for standard bi-monthly billed accounts. When a meter read is unavailable, CIS will use a true meter read from the corresponding billing period in the previous year to estimate consumption. If no such read is available, it uses the previous month's consumption. The monthly estimation methodology does not use seasonal codes.

(c) The meter reading provided by Mr. Shpoker on January 22, 2026 was reviewed by NS Power in assessing the customer's billing concerns. The reading was higher than the estimated reading from January 13, 2026 and therefore did not require an adjustment on the account at that time.

As the January 22, 2026, reading did not reflect consumption through the end of the February 11, 2026 billing period, it was not used to generate the February bill. Because an actual meter reading could not be obtained on February 11, 2026, the bill was estimated using CIS's estimation routine based on historical consumption. Any difference between the estimated consumption and actual consumption was automatically reconciled on the March 2026 bill, which was based on an actual meter reading obtained on March 6, 2026

(d) The adjustment of $3,309.97 applied to the October 2025 bill consisted of a returned payment in the amount of $3,286.97 and a non-sufficient funds (NSF) fee of $23.00. The returned payment related to a payment received from the customer on August 27, 2025.

(e) Please refer to Confidential Attachment 1.

(f) Please refer to Confidential Attachment 2.

European New Market IR-02 Confidential Attachment 1 has been removed due to confidentiality.

European New Market IR-02 Confidential Attachment 2 has been removed due to confidentiality.

Request IR-3:

From the copies of the bills, Automatic Payments began with the April 2024 bill and ended with the August 2025 bill. Please provide details of how and why the Automatic Payment arrangement started and ended.

Response IR-3:

The Automatic Payment arrangement was established by the customer through NS Power's MyAccount portal. Under this arrangement, the customer authorizes recurring payments to be withdrawn from their designated bank account through NS Power's payment service provider, Kubra. The customer maintains full control over the Automatic Payment arrangement. Any changes must be initiated by the customer through the "AutoPay" section of their MyAccount profile.

NS Power's records indicate that the customer enrolled in Automatic Payments through MyAccount on March 26, 2024. The arrangement remained in place until August 26, 2025, when the customer cancelled it through MyAccount.

Request IR-4:

On January 22, 2026, NS Power mentioned payment arrangements to Mr. Shpoker. On May 11, 2026, NS Power said it is prepared to work with Mr. Shpoker to establish a reasonable payment arrangement to address the outstanding balance.

Considering the outstanding balance in the April 2026 bill was over $22,000, which would be even higher in the latest bill (June 2026), please provide details of payment arrangements NS Power can offer Mr. Shpoker at this stage of the appeal.

Response IR-4:

NS Power remains willing to work with the customer to establish a reasonable payment arrangement for the outstanding account balance. A representative from NS Power's Commercial Accounts Team is available to discuss the options below further.

As of the date of this response, the outstanding balance on the account is $27,787.89. Subject to maintaining payments on all new bills as they become due, NS Power is prepared to offer the following payment arrangements:

Option 1:
The outstanding balance of $27,787.89 would be divided into six equal monthly payments of $4,631.31. Under this arrangement, no upfront payment would be required. In addition to the monthly payment arrangement, the customer would be required to pay all current charges by their applicable due dates.

Option 2:
An upfront payment of $13,893.94 (50% of the outstanding balance) would be required. The remaining balance would then be amortized over twelve months through monthly payments of

$1,157.82. Under this arrangement, the customer would also be required to pay all current charges by their applicable due dates.