

Singh DRO Appeal (NSEB M12829)
NSPI Responses to NSEB Information Requests

REDACTED

Request IR-1:

On May 12, 2026, NS Power included its response to the DRO dated March 27, 2026 which said Mr. Singh connected service at [REDACTED] on December 10, 2025 and the meter read of 81,175 kWh obtained on that date was a true read.

The DRO instructed NS Power to test meter #2039876 on March 29, 2026 and NS Power provided Mr. Singh with the meter test results on April 20, 2026.

(a) What kind of meter is meter #2039876?

(b) When was the meter 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 Mr. Singh's account started at this property?

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

(ii) If no, why not?

(e) When did NS Power remove meter #2039876 for testing and replace it with meter #2567965?

(f) Was meter #2567965 tested before being installed at the property?

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

(ii) If no, why not?

**(g) How quick can NS Power arrange a meter test following a request from the DRO?
How long does a meter test at NS Power's accredited testing facility normally take?**

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1 Response IR-1:

2
3 (a) Meter #2039876 is a standard AMI meter.

4
5 (b) Meter #2039876 was installed at the property on February 5, 2020.

6
7 (c) No.

8 (i) N/A.

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

12
13 (d) No.

14 (i) N/A.

15 (ii) It is not standard practice to test meters when a customer initiates service. NS
16 Power adheres to the Electricity and Gas Inspection Act and Regulations, which
17 set out the requirements for maintenance, testing and certification of all meters
18 used for billing purposes in Canada. These regulations mandate compliance with
19 Measurement Canada specifications (S-E-02 or S-S06 Compliance Sampling
20 Specifications), under which electricity meters are typically certified and sealed
21 for a 10-year period.

22
23 (e) Meter #2039876 was removed for testing and replaced with meter #2567965 on April 8,
24 2026.

25
26 (f) Meter # 2567965 was not tested before it was installed at the property.

27 (i) N/A.

28 (ii) Testing a meter immediately prior to installation is not standard practice. Meter
29 #2567965 was tested and certified before being placed into service and is sealed

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1 for a 10-year certification period. Based on NS Power's meter certification
2 schedule, meter #2567965 is not due for recertification testing until April 2, 2035.
3

4 (g) NS Power can generally arrange for a meter to be removed and submitted for testing within
5 one to two weeks, depending on scheduling and operational considerations. Once received
6 at NS Power's accredited meter testing facility, testing and reporting of results typically
7 takes between two and four weeks.

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CONFIDENTIAL (Attachment Only)

Request IR-2:

Mr. Singh's very first bill dated December 31, 2025, was estimated.

(a) Please explain in detail how NS Power estimated the consumption in this bill, considering there was no historical usage data from Mr. Singh at this property?

(b) If NS Power now has access to usage data that was not available during the cyber incident, please provide Mr. Singh's actual consumption for this billing period (December 10 – 31, 2025).

(c) Please provide a copy of Mr. Singh's June 2026 bill.

Response IR-2:

NS Power used the prior usage from December 2024, April 2025 and October 2025 to calculate the average consumption, which was used as the estimate.

(a) Bill Date: 31 December 2025

Bill Date	Revenue Year/Mth	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
12/31/2025	2025/12	12/10/2025	12/31/2025	21	1,032	49.14

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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	4/24/2025	6863.97	6864	1	186		
2025-11	10/27/2025	1119	1119	1	28		
2024-12	12/31/2024	5431.8	5432	1	59		
		13414.77	13415	1	273	49.13553	

(b) Although AMI meter communications and billing system functionality have been restored as of March 31, 2026, interval usage data for the period from December 10 to December 31, 2025 is not available. Accordingly, NS Power is unable to provide Mr. Singh's actual electricity consumption for that billing period.

(c) Please refer to Confidential Attachment 1.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

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NON-CONFIDENTIAL

Request IR-3:

NS Power offered Mr. Singh a budget billing plan of \$480/month on March 16, 2026, which he declined on March 19, 2026.

(a) How long is the payment period in this plan?

(b) How did NS Power calculate the budget billing amount?

(c) Does this budget billing amount remain the same if NS Power considers Mr. Singh's actual consumption from the April and June 2026 bills?

(i) If no, please provide the new calculation for the budget billing amount that NS Power can offer Mr. Singh.

Response IR-3:

(a) The payment arrangement offered to Mr. Singh in March 2026 was based on a 10-month budget billing plan.

(b) The monthly budget billing amount was calculated based on both the outstanding account balance and estimated future electricity consumption. At the time the plan was offered, Mr. Singh's account had an outstanding balance of approximately \$2,910. Amortizing this balance over a 10-month period resulted in a monthly payment of approximately \$290 toward arrears. In addition, NS Power estimated ongoing monthly electricity charges of approximately \$190, based on the property's historical consumption during the previous year. Together, these amounts resulted in a total budget billing payment of approximately \$480 per month.

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1 (c) No. The budget billing amount would not remain the same if NS Power considers the actual
2 consumption reflected in the April and June 2026 bills.

3
4 (i) Based on the updated consumption information, NS Power could offer Mr. Singh a
5 revised payment arrangement of \$662 per month. This amount includes
6 approximately \$438 per month for ongoing electricity charges based on current
7 consumption and approximately \$224 per month to amortize the outstanding
8 account balance of \$5,370.62 over a 24-month period.