

Trachsel DRO Appeal (NSEB M12846)
NSPI Responses to NSEB Information Requests

CONFIDENTIAL (ATTACHMENT ONLY)

Request IR-5:

The Board's IR-1(g) asked about NS Power's system error that resulted in Ms. Trachsel's February 2026 bill not including any energy charges. NS Power did not explain the error in its response.

In responding to the Board's IR-2, NS Power said the read service order was not fulfilled due to there not being enough time to complete the reading on the day the read service order was assigned; therefore, the April 2026 bill was estimated, without a true meter read.

The copy of Ms. Trachsel's June 2026 bill NS Power provided showed it was also an estimated bill, with no recorded usage and only the base charges of \$19.17 and \$20.08 per month in addition to the streetlight rental fee.

On August 19, 2026, Ms. Trachsel provided a copy of her August 2026 bill which shows it was estimated because of "Dog Present", and again no recoded usage, only a base charge and a streetlight rental fee. She mentioned that "someone is always home and access can be provided". Ms. Trachsel also provided pictures of her meter taken on August 19, 2026, which show "d1 24280" and "d1 8915".

(a) Please explain why the system error occurred when the new meter was installed at the property.

(b) Why was the June 2026 bill still estimated, without any recorded usage to calculate energy charges? Why was the meter read not done wirelessly now that the system has been restored?

(c) If NS Power's staff visited the property for a meter read in August, did they attempt to gain access to the meter, despite having a dog present?

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1 **(i) Was the dog outside and a threat to the meter reader?**

2 **(ii) Why did NS Power not have the meter read done wirelessly this time?**

3
4 **(d) Will NS Power issue an updated August bill with the information from the pictures**
5 **Ms. Trachsel provided?**

6
7 **(i) If yes, please provide a copy of the updated bill.**
8

9 Response IR-5:

10
11 (a) Following the change of a new meter, an administrative error resulted in Ms. Trachsel not
12 being billed until April 2026. NS Power sincerely apologizes for this error.

13
14 (b) Bill Date: 15 June 2026

Bill Date	Revenue Year/Mth	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
6/15/2026	2026-06	4/16/2026	6/15/2026	60	-	-

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
		No Billing Data Available					
		0	0		0		

15
16
17
18
19 This bill would normally be based on bill data from one year prior up to the time of the
20 bill. For this bill, June 2025, Aug 2025, and Oct 2025 were all estimates; therefore, no data
21 was available for an estimate to be generated.
22

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1 The meter read was not done over the air because the customer had opted out of the smart
2 meter program and the Radio Frequency (RF) was turned off for this meter, eliminating
3 the wireless communication with the meter.
4

5 (c) The meter reader would have gone to the property; however, if there was an unsecured dog,
6 the meter reader would not enter the property for their safety and the safety of the
7 customer's dog.
8

9 (i) The dog was outside with no one there to secure the dog. All unsecured dogs are
10 considered a threat to NS Power meter readers.

11 (ii) Please refer to part (b).
12

13 (d) NS Power has generated a new bill based on the current meter read taken August 26, 2026.
14

15 (i) Please see Confidential Attachment 1.

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