

Neville DRO Appeal (NSEB M12857)
NSPI Responses to NSEB Information Requests

REDACTED

Request IR-1:

On June 1, 2026, NS Power provided Mr. Neville's Account Usage Info in Attachment 1 that shows included meter read data dated as far back as July 2022 for [REDACTED]. NS Power also provided the meter test results dated April 10, 2026.

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

(b) What kind of meter is meter #2073658?

(c) When was the meter 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. Neville's account started at this property?

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

(ii) If no, why not?

(f) When did NS Power remove meter #2073658 for testing and replace it with meter #2568741?

(g) Was meter #2568741 tested before being installed at the property?

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

(ii) If no, why not?

Response IR-1:

(a) Mr. Neville started service at this address on June 28, 2016.

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- 1 (b) Meter #2073658 is a standard AMI meter.
2
- 3 (c) Meter #2073658 was installed at the property January 24, 2020.
4
- 5 (d) The meter was not tested when it was first installed at the property.
6 (i) N/A.
7 (ii) The meter was new at the time of installation and had not previously been installed
8 at another premises. New meters are tested and certified by the manufacturer prior
9 to being supplied to NS Power.
10
- 11 (e) The meter was not tested when Mr. Neville started at this property.
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), under which electricity meters are typically certified and sealed for
19 a 10-year period.
20
- 21 (f) Meter #2073658 was removed for testing and replaced with meter #2568741 on March 23,
22 2026. The meter was found to be operating within prescribed accuracy limits, as set out in
23 the meter test results letter (sent via email) attached to NS Power's Reply as Confidential
24 Attachment 4.
25
- 26 (g) Meter #2568741 was not tested before being installed at the property.
27 (i) N/A.
28 (ii) Please see part (e). This is not standard practice.

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Request IR-2:

According to the copies of Mr. Neville's bills NS Power provided the Board on June 1, 2026, there were three estimated bills issued in July and September 2025, and January 2026.

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

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

(c) Please describe the situation that led to the actual meter read on October 29, 2025, before the January 2026 bill going back to being estimated. Was the meter read in person or wirelessly on October 29, 2025?

(d) Was the meter read in person or wirelessly on March 2 and May 1, 2026?

Response IR-2:

(a)

Bill Date: July 2025

Bill Date	Revenue Year/Mth	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
7/4/2025	2025/07	4/24/2025	7/4/2025	71	2,774	39.07

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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
2024/07	7/4/2024	1989.33	1989	1	61		
2024/09	9/5/2024	2422.98	2423	1	63		
2025/05	5/5/2025	2466.8	2467	1	52		
		6879.11	6879	1	176	39.08523	

Bill Date: September 2025

Bill Date	Revenue Year/Mth	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
9/4/2025	2025/09	7/4/2025	9/4/2025	62	2,635	42.50

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
2024-09	7/24/2024	2422.98	2423	1	63		
2025-05	9/20/2024	2466.8	2467	1	52		
		4889.78	4890	1	115	42.51304	

Bill Date: January 2026

Bill Date	Revenue Year/Mth	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
1/6/2026	2026-01	10/29/2025	1/6/2026	69	4,598	66.64

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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
2025-01	1/6/2025	3914.45	3914	1	62		
2025-03	3/5/2025	4216.9	4217	1	60		
		8131.35	8131	1	122	66.64754	

(b) NS Power does not have access to actual interval usage data that was unavailable as a result of the cyber incident. Accordingly, Mr. Neville's actual electricity consumption cannot be determined for specific days or billing periods during the affected timeframe. Actual consumption can only be determined as of the date an actual meter reading is obtained and compared to the preceding actual meter reading.

Please note that as of March 31, 2026, meter connections to NS Power's billing system have been restored to normal operation, and customer billing is returning to normal.

(c) Beginning in July 2025, NS Power began reading customers' meters manually in-person. If meter readers were unable to access a customer's meter due to vegetation, pets, fencing, timing constraints, or other circumstances, those customers received an estimated bill. Mr. Neville's meter was successfully read in person on October 29, 2025, resulting in an actual meter reading for that billing period. The January 2026 bill was subsequently estimated because an actual meter reading was not available.

(d) The meter was read remotely on March 2, 2026 and May 1, 2026.

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Request IR-3:

Mr. Neville's bills show that his Equal Billing amount was \$224/month in 2024, then changed to \$234/month for 2025 and 2026. Mr. Neville's account balance was close to \$4,500 in the May 2026 bill.

(a) When did Mr. Neville's Equal Billing plan start and at what amount per month?

(b) Please explain NS Power's calculations of Mr. Neville's Equal Billing payment amount from the start of his account until now?

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

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

(ii) If no, why not?

Response IR-3:

(a) Mr. Neville's Equal Billing Plan started in November 2020. The annual Equal Billing amounts were as follows:

- 2020 November and December 2020 - \$325 per month
- 2021 \$298 per month
- 2022 - \$153 per month
- 2023 – \$373 per month
- 2024 - \$224 per month
- 2025 – \$234 per month
- *2026 - \$234 per month (*The Equal Billing amount was not recalculated in January 2026 due to the cyber incident.)

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1 The amounts listed above reflect the annual Equal Billing amounts applicable at the
2 beginning of each Equal Billing year. Customer Equal Billing amounts may also be
3 adjusted through interim reviews conducted in July based on updated consumption
4 information.

5
6 (b) NS Power uses the following steps to calculate Equal Billing for January of each year:

- 7
- 8 • Step 1 Multiply the total kWh usage for previous year by energy rate
- 9 • Step 2 Divide step 1 amount by 12 to get monthly amount
- 10 • Step 3 Add monthly fixed charge (base fee)
- 11 • Step 4 Multiply step 3 by 1.05* This applies both the 14% tax and 9% government
- 12 rebate, the difference of which is 5%, hence the 1.05.

13 **Note: Any monthly fixed fees other than the base charge are taxed at the full 14%,*
14 *which may result in a higher amount.*

- 15 • Step 5 Take any credit/balance on the account remaining at the end of the previous
- 16 year and divide by 12 (months) and add/subtract that amount from step 4

17
18 NS Power uses the same methodology when conducting the mid-year Equal Billing review
19 in July. However, during the July review, any arrears on the account are not considered
20 when recalculating the Equal Billing amount.

21
22 (c) Yes, Mr. Neville's Equal Billing amount was reviewed in July 2026. As noted above, the
23 mid-year Equal Billing review does not take into account any arrears on the account.
24 Rather, it is based on the customer's annual electricity usage from July of the previous year
25 to July of the current year and is intended to assess whether the Equal Billing amount
26 remains appropriate based on the customer's consumption patterns. Where the review
27 indicates that an adjustment is warranted, the Equal Billing amount is revised accordingly.
28 Based on this review, the system calculated a revised Equal Billing amount of \$596 per
29 month.
30

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1 The system-calculated Equal Billing amount of \$596 per month was communicated to Mr.
2 Neville following the July 2026 Equal Billing review. On July 16, 2026, Mr. Neville
3 requested that his Equal Billing amount remain at \$234 per month, as his 2026 consumption
4 and billing remain the subject of this dispute. At Mr. Neville's request, NS Power adjusted
5 his Equal Billing amount to remain at \$234 per month for the remainder of 2026. This
6 amount will be reviewed and recalculated as part of the annual Equal Billing review in
7 January 2027.

8
9 NS Power notes, however, that maintaining the Equal Billing amount at \$234 per month
10 may result in a larger adjustment at the January 2027 review. As the current Equal Billing
11 amount may not fully cover Mr. Neville's electricity consumption, a larger outstanding
12 balance may accumulate on the account.