

MacKay DRO Appeal (NSEB M12871)
NSPI Responses to NSEB Information Requests

REDACTED

Request IR-1:

On June 4, 2026, NS Power provided copies of Ms. MacKay's bills, starting with the bill dated March 15, 2024, that showed her meter was read on March 13, 2024, and a connection fee of \$11.

(a) Is March 13, 2024, the day NS Power started her account at [REDACTED] [REDACTED]?

(b) What kind of meter is meter #2342239?

(c) When was the meter installed at the property?

(d) When was the meter certified by the manufacturer? If the 10-year seal period has passed, has the meter been retested?

(e) Please explain the situation that led to NS Power removing meter #2342239 for testing and replacing it with meter #2553279 on July 28, 2025.

(f) Why did NS Power not issue any bills in Ms. MacKay's account over the 8-month period between July 28, 2025, and March 20, 2026?

(g) Please explain how NS Power estimated the consumption of 1,719 kWh in Ms. MacKay's bill dated May 15, 2025.

Response IR-1:

(a) No. Service at [REDACTED] under Susan Mackay began on January 15, 2024.

(b) Meter #2342239 is a standard AMI meter.

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- (c) Meter #2342239 was installed at [REDACTED] on October 14, 2020.
- (d) Meter #2342239 was certified by the manufacturer March 17, 2020. The meter was tested on August 8, 2025 and was found to be operating within prescribed accuracy limits.
- (e) Susan Mackay contacted NS Power on July 24, 2025 regarding a high bill concern. At that point, a request was placed to have meter #2342239 removed for testing and it was replaced with meter #2553279.
- (f) Bills were issued, but there were no current charges on the bills. Following the installation of a new meter, an administrative error resulted in the customer not being billed any energy charges.
- (g) Please see below.

Bill Date	Revenue Year/Mth	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
5/15/2025	2025-05	3/13/2025	5/15/2025	63	1,719	27.29

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
2024-05	5/16/2024	2746.69	2747	1	62		
2024-07	7/17/2024	1175.72	1176	1	62		
2024-09	9/17/2024	1100.86	1101	1	60		
		5023.27	5024	1	184	27.298913	

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NON-CONFIDENTIAL

Request IR-2:

On June 4, 2026, NS Power said Ms. MacKay should only be responsible for payment of the energy for the 180 days leading up to her last scheduled regular meter reading date (March 20, 2026). NS Power's calculations yielded a credit amount of \$560.55 for Ms. MacKay that was not included in her closing bill dated May 4, 2026.

(a) Did NS Power issue an updated closing bill for Ms. MacKay to include this credit amount?

(i) If yes, please provide a copy of the updated bill.

(ii) If no, please confirm Ms. MacKay's outstanding balance at the time NS Power closed her account on May 1, 2026.

(b) Considering the outstanding balance in the May 2026 bill, before the credit mentioned above, was over \$2,500, what payment plan options can NS Power offer Ms. MacKay to help retiring the outstanding balance?

Response IR-2:

(a) No.

(i) N/A.

(ii) Ms. MacKay's outstanding balance at the time NS Power closed her account was \$2,664.85.

(b) NS Power is always willing to work with customers to assist with arrears. If the customer requires a payment plan on the balance, the Customer Care team is available to assist. They can offer flexible, interest-free payment plans.