

NON-CONFIDENTIAL

Request IR-3:

On June 4, 2026, NS Power said that 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 of March 20, 2026. Ms. MacKay's March 2026 bill was dated March 20, 2026, with the meter read date of March 13, 2026.

(a) How does NS Power determine the "last scheduled regular meter reading date"?

(i) Please provide a copy of any policies, guidelines, directives or other guidance regarding the "last scheduled regular meter reading date".

(ii) Does NS Power have a list of scheduled regular meter reading dates for each of its customers?

(iii) Why was March 20, 2026 Ms. MacKay's last scheduled regular meter reading date and not March 13, 2026 (Ms. MacKay's actual last meter reading date, according to her March bill)?

(b) calculate the credit based on the last scheduled regular meter reading date being March 13, 2026.

Response IR-3:

(a) Each customer is assigned a bill cycle and meters are read according to the bill cycle they have been assigned to.

(i) Please refer to Attachment 1 for the March 2026 Meter Reading Schedule. NS Power does not have any written policies about billing cycles, but meters are read once every 60 days (approximately). Meter reading and billing cycles generally range from 59-62 days.

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

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1 (ii) Yes.

2 (iii) NS Power's statement on the June 4, 2026 reply indicating that Ms. MacKay's last
3 scheduled meter reading date was March 20, 2026 was incorrect.

4 Ms. MacKay is on bill cycle 39 and according to the meter reading schedule, her
5 meter read date was the 13th of March 2026. The billing schedule indicates that
6 her bill date was the 17th of March. However, this account had a HIGH terminal
7 exception on it and was reviewed and released for billing on the 20th of March
8 (read date versus bill date).

9

Meter no.	Rate	Days	New read	Last read	Mult	kWh's used
2553279	028	228	12749.20	.00	1	12749

10 Your meter was read on Mar 13, 2026

11

12 (b) The credit was based on the scheduled meter read of March 13, 2026.

BILLING SCHEDULE: March 2026																							
DATE	2	3	4	5	6	9	10	11	12	13	16	17	18	19	20	23	24	25	26	27	30	31	
ROUTES RELEASED (MR)	33	34	35	36	-	37	38	39	01	-	02	03	04	05	06	07	08	09	-	10	11	12	
SCHEDULED READ DATE	31	32	33	34	35	36	-	37	38	39	01	-	02	03	04	05	06	07	08	09	-	10	
MONTHLY BOOKS	-	10	11	12	13	14	15	16	-	17	18	19	21	-	22	23	24	25	26	27	28	29	
BILLS RELEASED NIGHTLY	-	30	31	32	33	34	35	36	-	37	38	39	01	-	02	03	04	05	06	07	08	09	

March 2026						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11