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Request IR-1:

Reference Exhibit H3 NS Power's Response to Appeal. Page 74 of pdf contains the invoice of the account for the time period November 18, 2021, to January 21, 2022.

(a) Please confirm that the meter #1132914 was changed to meter #2300017 on January 4, 2022? If not, please provide the date.

(b) Why was the meter changed?

(c) Was meter tested?

(i) If so, what was the result?

(ii) If not, why not?

(d) Did the customer request the change?

(e) Was the customer informed that the analog meter was being changed to a smart meter?

(i) Was the customer given the information on opting out of the smart meter program? If not, why not?

(f) What is the charge for meter reads if customers opt out of the smart meter and prefer an analog meter?

Response IR-1:

(a) Yes, meter # 1132914 was changed to meter # 2300017 on January 4, 2022.

(b) The meter was changed due to the roll-out of AMI meters to NS Power customers.

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1
2 (c) Neither meter was tested.

3 (i) N/A.

4 (ii) The removed meter # 1132914 was not tested as this is not standard practice and
5 meter # 2300017 was a new meter that was certified before being sent to NS
6 Power.

7
8 (d) The customer did not request the change.
9

10 (e) Yes. NS Power customers were informed that NS Power would be changing to AMI meters
11 and were advised of opt-out options. Communication was sent to customers via mail in the
12 form of postcards, billing inserts for customers who receive paper bills and e-bill
13 notifications for customers receiving electronic statements. Information was also circulated
14 via media and social media that we were completing meter upgrades to smart meters.
15

16 Billing inserts as well as the post cards had a link to the website for more information on
17 Smart Meters which provided the FAQs on opting out of the smart meter.
18

19 (f) There is currently no charge for customers who choose to opt out of an AMI bi-directional
20 meter and choose a standard digital meter. Please note that NS Power no longer supports
21 analog meters; opt-out customers have a digital meter with no AMI capabilities.

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Request IR-2:

What is NS Power policy on customer requested meter changes and tests?

(a) When does NS Power charge for meter tests?

(b) Has the customer ever been charged for any of the 5-meter changes?

(c) How much is a new NS Power meter?

(d) Do the meters get re-used?

(e) How much is it for NS Power to conduct the "As found Meter Test"?

Response IR-2:

NS Power will change and test meters for accuracy at the request of customers after all billing analysis, including a meter read, is obtained.

(a) NS Power does not charge for meter tests.

(b) No, the customer has not been charged for any of the five different meter changes.

(c) A new NS Power meter costs \$92.21 USD.

(d) Tested meters are retained for six months to allow customers the opportunity to request additional testing by Measurement Canada. After this period, the meter is returned to inventory and placed back into service.

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- 1 (e) Meter tests cost NS Power approximately \$72.00 plus the cost of having the meter shipped
2 to NS Power's testing facility in Lakeside, NS (shipping costs may vary depending upon
3 where the meter is located) to conduct the "As found Meter Test".

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Request IR-3:

Was the customer told that they could request an independent meter test from Industry Canada for a fee for any of the meter changes?

(a) If so, has the customer ever requested an independent meter test from Industry Canada? Please provide results.

(b) If not, why not?

Response IR-3:

Yes, every time Mr. Hammond had a meter change, he received a letter advising him of his options to pursue further testing through Measurement Canada at his own expense. Please refer to NS Power's Reply to the DRO Appeal in Confidential Attachment 2 for CIS notes advising when the letters were sent (April 2022, January 2023; March 2025; September / October 2025). Mr. Hammond was also advised verbally that he could pursue independent meter testing through Measurement Canada.

The standard language in the letters advising of a satisfactory meter test is as follows:

The results have found that this meter operates within prescribed accuracy limits.

Should you wish to further pursue this matter, you have the option to request a meter test by Measurement Canada within 6 months of the date of this letter. Please note, the current fee is \$55.00 for this additional testing. You can request a meter test by Measurement Canada online at [File a measurement-related complaint](#).

Upon receipt of your request, they will formalize a written process of notification to both you and Nova Scotia Power, to obtain this meter for an official test. If the meter is found to be outside the allowable limits, Measurement Canada will provide details as to the level of inaccuracy for an account adjustment. Should this occur, the \$55.00 fee would be credited to your NS Power account (noted above).

Should you wish to discuss this matter further, please do not hesitate to contact one of our Customer Care Associates by calling 1-800-428-6230. Our representatives can also suggest tips to help reduce your energy usage or offer programs such as our Equal Billing program that make it easier to budget for your electricity bill throughout the year through equal monthly payments.

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1 (a-b) NS Power is not aware of any request by the customer for an independent meter test from
2 Measurement Canada. NS Power has no insight into the reasons why the customer may not
3 have requested such testing.

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Request IR-4:

Reference Exhibit H3 NS Power's Response to Appeal. Pages 61 to 119 of pdf contain the customers invoices from November 18, 2020, through May 20, 2026. The invoices have the customer listed as Time of Day (TOD) from November 18, 2020, to March 22, 2021, and May 19, 2023, through May 20, 2026. The invoices have the customer listed as Time of Use (TOU) customer from March 22, 2021, through May 19, 2023. Please explain.

Response IR-4:

The change in the customer's invoices from Time of Use (TOU) to Time of Day (TOD) between the billing periods of March 21, 2023 – May 19, 2023 and May 19, 2023 – July 20, 2023 was the result of NS Power introducing new Time Varying Pricing (TVP) Pilot Programs. One of these pilot programs was also named Time of Use (TOU). To avoid confusion between the new TOU pilot program and the existing TOU rate structure used for customers with TOU metering equipment, the original TOU designation was renamed Time of Day (TOD). This change was administrative in nature and did not affect the customer's metering equipment or billing methodology.

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Request IR-5:

Reference Exhibit H3 NS Power's Response to Appeal. Pages 120 – 135 of pdf contain the electric meter test results for four of the meters that were tested. Please explain what the following codes represent and the thresholds for each:

(a) FLSASFKWH

(b) LLSASFKWH

(c) PFSASFKWH

(d) PFSASFKQH

Response IR-5:

(a) FLSASFKWH = Full Load Test "As Found" kWh, should be FLS, because NS Power only recalibrates a disputed meter after six months if it is needed and it is added to the lot and then tested with no "As Left" values added to the CIS test page.

(b) LLSASFKWH= Light Load Test "As Found" kWh, should be LLS

(c) PFSASFKWH= Power Factor Test "As Found" kWh, should be PFS

(d) PFSASFKQH: Power Factor Series "As Found" Q hour: The meter is not required to be tested for "Q", but the meter has VAR hour; this value is not a requirement for disputed meters and Measurement Canada only requires the meter to be tested for VAR and VA hour during resealing.

Note: Below is the Specifications Chart for single-phase meters:

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- 1 1) Domestic Electro-Mechanical Meter Nameplate Data: 240 Volts 200 Amps: FLS
2 (25%) = Voltage at 25% of Rated Current= 240 Volts at 50 Amps, LLS= Voltage
3 at 2.5% = 240 volts at 5.0 amps.
- 4 2) Domestic Electronic Meter Nameplate Data: 240 Volts 200 Amps: Same as #1, but
5 with Power Factor Series = 240 Volts at 50 Amps, but the current lags behind the
6 voltage by -60 degrees (cosine -60 = 0.5).
- 7 3) Domestic Electronic Meter Nameplate Data with two voltage ratings: 120-240
8 Volts 200 Amps: same as #3, but another PFS at 120 Volts at 50 Amps.
- 9 4) Domestic Electronic Meter Nameplate Data with received: same as #2 and #3, but
10 a PFS test in the reverse direction.

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Request IR-6:

Reference Exhibit H3 NS Power's Response to Appeal. Page 6 of the pdf states

"The new energy charges incurred between November 4, 2025, and January 23, 2026, were not applied to Mr. Hammond's January bill (found at page 55 of 59 in Confidential Attachment 3), so the total energy charges and other charges were listed as \$0.00 and \$0.00. As noted, NS Power apologizes for this error."

(a) Please explain why a meter read was not taken?

(b) Why didn't the system estimate power consumption for the January 2026 invoice?

Response IR-6:

(a) Following the installation of a new meter, an administrative error resulted in the customer not being billed until March.

(b) The CIS application did not estimate power consumption because there was a "zero current read" exception on the account due to the meter change service order being closed on the same day as the customer was billed. The system picked up the zero in read from the new meter that was installed.

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Request IR-7:

Did NS Power make any effort to obtain meter reads before the rate change on January 1, 2026, or May 1, 2026? Please explain.

(a) Did NS Power ever request the customer take a photo of the meter reading? If not, why not?

Response IR-7:

NS Power did not obtain a meter read before the rate change on January 1, 2026. Mr. Hammond's regularly scheduled meter read occurred on May 20, 2026, after the May 1, 2026, rate change.

(a) NS Power did not request a photograph of the meter reading from the customer, as the January bill showing a \$0.00 charge was not identified until April. By that time, the meter was communicating as expected and was scheduled for its regular meter reading in May.

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Request IR-8:

The customer has an Electric Thermal Storage (ETS) unit.

(a) Does the ETS unit consume power?

(b) Would switching this unit on and off over time increase power consumption?

Response IR-8:

(a) Yes, ETS units consume power.

(b) Turning the units on and off on a regular basis could affect the programming cycles of the units, thereby causing them to consume power at peak times until they sync back up through their internal timers. NS Power always recommends that customers leave the units alone during the heating season.

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Request IR-9:

- (a) How often does the NS Power system obtain meter readings from AMI meters prior to the cyber security event (hourly, daily, weekly etc.)?
- (b) What was the last date that the customer's AMI meter sent a reading to NS Power's system before the cybersecurity event was resolved? Please provide the date and meter reading.
- (c) Can NS Power obtain historical meter reads from the customer's AMI meter?
- (i) If so, please provide.
- (ii) If not, why not?

Response IR-9:

- (a) The NS Power system obtained meter readings from AMI meters four times a day prior to the cyber security event.
- (b) The last date that the customer's AMI meter sent a reading to NS Power's system before the cybersecurity event is below. Please note that this meter was removed for testing in November of 2025.

Meter Number	Meter Reading Timestamp	Reading Type	Meter Reading
2547271	2025-04-24 12:00:00 a.m.	kWh Delivered	2099.314
2547271	2025-04-24 12:00:00 a.m.	TOD Mid-Peak kWh Delivered	524.518
2547271	2025-04-24 12:00:00 a.m.	TOD Off-Peak kWh Delivered	1574.796
2547271	2025-04-24 12:00:00 a.m.	TOD On-Peak kWh Delivered	0

- (c) Yes. Please refer to Attachment 1.

Hammond DRO Appeal IR-9 Attachment 1 has been filed electronically.

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Request IR-10:

With respect to smart meters and NS Power's Advanced Meter Infrastructure (AMI) project:

- (a) Are there any known issues with the type of smart meter installed at the complainant's premises that could cause the meter to read high, even when the smart meter itself meets the standards when tested? If so, have these been investigated?**
- (b) Could issues with the software, hardware, or other technology that transmits the data from the smart meter to NS Power cause inaccurate smart meter readings?**
- (c) How does NS Power monitor whether the software, hardware, or other technology used to transmit data from the smart meters, is correctly capturing and transmitting accurate data?**
- (d) Does NS Power conduct regular testing or calibration of the software, hardware, or other technology used in transmitting data from smart meters?**
 - (i) If so, how often is testing done? Please provide details.**
 - (ii) If not, why not?**
- (e) Is NS Power aware of any software or other wireless technology issues related to the smart meter which is the subject of this complaint?**
- (f) Can improper installation of a smart meter cause the readings to be inaccurate?**
- (g) Were there any installation issues discovered with the meters?**

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1 Response IR-10:

2
3 (a) No.

4
5 (b) No. No data editing or data transformation occurs during the delivery of meter reading data
6 to the billing system.

7
8 (c) NS Power performed thorough end-to-end testing when implementing the AMI solution
9 and similarly performs thorough testing when implementing changes to the systems.
10 Meter reading data is checked for abnormalities at each stage of delivery, from the meter
11 reading collection system to the meter data management system and finally at the billing
12 system. When an abnormality is found, the meter reading is stopped from further
13 processing until such time as the abnormality is assessed and cleared for processing.

14
15 (d) Yes. NS Power performs testing on AMI related technology;

- 16 • As part of performing system software or hardware upgrades.
- 17 • As part of system changes required deployment of new or updated configurations
- 18 or programs.
- 19 • As part of operational meter inspections in alignment with Measurement Canada
- 20 compliance requirements.
- 21 • To support customer requests or operational power quality investigations.

22
23 (e) No.

24
25 (f) Yes.

26
27 (g) No.

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Request IR-11:

(a) What is the typical monthly energy consumption (in kWh) for an electric vehicle based on typical driving habits?

(b) What is the range (low – high) of monthly energy consumption (in kWh) for an electric vehicle?

Response IR-11:

(a-b) NS Power cannot answer this question. The answer would depend on the type, make and year of electric vehicle and would require a definition of “typical driving habits.” For information on the status of electric vehicles in Nova Scotia, please refer to the Dunskey Report prepared in conjunction with Electric Mobility Canada ([EV Dashboard -](#)).

https://emc-mec.ca/wp-content/uploads/2025/10/23014_Powering-Up_Provincial-Report_Nova-Scotia_EN-30Sept2025.pdf