

Fulljames DRO Appeal (NSEB M12915)
NSPI Responses to NSEB Information Requests

Confidential (Attachment Only)

Request IR-1:

On July 14, 2026, NS Power provided copies of Mr. Fulljames' bills in Attachment 5. The first bill NS Power issued for Mr. Fulljames' account was dated November 23, 2021, for a connection fee, followed by seasonal bills in May, July and September each year. The bills dated July 22 and September 22, 2022, only included monthly base charges and no energy charges. The bills dated May 23 and September 22, 2025, were estimated.

NS Power also mentioned that Mr. Fulljames has now been updated to a bi-monthly billing rate and his last (estimated) meter read on seasonal billing was September 2025.

(a) Did NS Power explain seasonal billing to Mr. Fulljames at the start of his account with NS Power?

(b) Why were there no recorded consumption with the true meter reads on July 20 and September 20, 2022, resulting in no energy charges in Mr. Fulljames' July and September 2022 bills?

(c) Please explain in detail how NS Power estimated the consumption in Mr. Fulljames' May and September 2025 bills.

(d) When did Mr. Fulljames switch from seasonal billing to regular billing?

(i) If it was between September 2025 and May 2026, why did NS Power not issue any non-seasonal bills in Mr. Fulljames' account before the May 2026 bill?

(e) Please provide a copy of Mr. Fulljames' July 2026 bill.

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Response IR-1:

(a) NS Power is unable to confirm any discussions that may have occurred with Mr. Fulljames when service was initially established in 2021 regarding seasonal billing, as no records of such discussions are available. However, in 2023, NS Power did speak with Mr. Fulljames regarding his account and confirmed that the service was set up on seasonal billing, with bills issued three times per year.

(b) The account received actual meter readings on July 20, 2022, and September 20, 2022. Both readings confirmed that there had been no electricity consumption at the premises during that period, as the meter register recorded no usage. Accordingly, no energy consumption was billed on the July 22, 2022, or September 22, 2022 bills.

(c) **Bill Date: May 2025**

For this customer, the most recent regular (actual) meter reading available in the data extract is dated April 24, 2025. This is the last regular meter reading recorded prior to the cyber incident.

Methodology Used

The estimate was developed using the best available scalar read from April 24, 2025. Historical billing data from 2024 was then used to calculate the customer's average daily consumption, which was applied to the period for which actual meter data was unavailable. Because no actual meter readings were available after April 24, 2025, the reads generated for this period were classified as estimated.

Calculation Details

- Latest Regular Read (April 24, 2025): 12,140.191 kWh
- Next Bill Read Date (May 21, 2025)
- Average Daily Usage from CIS (Historical): 2.465409836 kWh/day
- Days Requiring Estimation: 27 days (May 21, 2025 minus April 24, 2025)

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- Estimated Usage: $27 \times 2.465409836 = 66.566065572$ kWh
- Estimated Final Read for May 21, 2025: $12,140.191 + 66.566065572 = 12,206.757065572$ kWh

As the most recent regular meter reading available for this customer is dated April 24, 2025, consumption for the period from April 25, 2025, through May 21, 2025, was estimated using the customer's historical average daily consumption. Based on this methodology, the estimated meter reading as of May 21, 2025, was 12,206.76 kWh.

Bill Date: September 2025

Bill Date	Revenue Year/Mth	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
9/22/2025	2025-09	7/18/2025	9/22/2025	66	134	2.03

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	9/20/2024	118.18	118	1	58		
		118.18	118	1	58	2.03448276	

- (d) Mr. Fulljames' account was changed from seasonal billing to standard bi-monthly billing on May 28, 2026.
- (i) N/A.
- (e) Please refer to Confidential Attachment 1.

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

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Request IR-2:

On June 4, 2026, NS Power advised Mr. Fulljames that a payment arrangement could be established if required. With the outstanding balance of over \$2,000 in Mr. Fulljames' May 2026 bill, what payment arrangements can NS Power offer at this stage of the appeal?

Response IR-2:

Mr. Fulljames' cottage account has now been converted to bi-monthly billing.

If the cottage is transitioning to year-round occupancy and electricity usage, NS Power can offer a 24-month Equal Billing Plan. Based on the account's electricity consumption over the past 12 months and the current arrears balance, the estimated Equal Billing amount would be approximately \$296.00 per month. This option would provide a consistent monthly payment amount and may be beneficial if the property will be occupied throughout the year.

However, if the cottage will continue to be used on a seasonal basis, consistent with its historical usage patterns, an Equal Billing Plan may not be the most appropriate option, as the monthly payment amount is based on projected annual consumption and may not align with the property's actual seasonal usage.

Alternatively, if Mr. Fulljames wishes to address the current arrears balance without enrolling in Equal Billing, NS Power can offer a 24-month payment arrangement on the outstanding arrears. Under this option, the arrears would be repaid at approximately \$89.00 per month, while regular bi-monthly bills would remain due on their respective due dates.

Mr. Fulljames may choose the option that best aligns with the property's anticipated usage and his preferred payment structure.

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1 **Request IR-3:**

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3 **On July 14, 2026, Mr. Fulljames asked if NS Power has any record of anomalies, load spikes**
4 **or irregular readings associated with his account during the disputed period. Please advise.**

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6 **Response IR-3:**

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8 **No. NS Power has no record of any anomalies, load spikes, or irregular meter readings associated**
9 **with Mr. Fulljames' account.**