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Request IR-4:

In responding to Board’s IR-1(c), NS Power provided calculation details for the estimated usage in Mr. Fulljames’ May 2025 bill. NS Power used the “average daily usage from CIS (historical)” of 2.465409836 kWh/day to calculate the 66.566065572 kWh estimated usage for the 27-day period between April 24 and May 21, 2025.

(a) Please explain NS Power’s calculation of the 2.465409836 kWh/day average usage.

(b) Why did NS Power not use the historical usage of 8.7 kWh/day from Mr. Fulljames’ May 2024 bill to estimate his usage for the May 2025 bill?

(c) Does NS Power’s method of using usage from bills in the previous year with the same seasonal code apply to customers with a seasonal billing arrangement?

Response IR-4:

(a)

Bill Date	From	To	Days	New Read	Previous Read	Usage	kwh/day
24-Jul-24	22-May-24	22-Jul-24	61	8710.05	8,559.66	150.39	2.465409836

(b) In this estimate, CIS went to the same month of the previous year and used the average kWh per day to calculate the estimated read.

(c) No. Seasonal estimation in CIS uses the same month last year and if history is not available for that month, CIS uses the previous month.

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Request IR-5:

NS Power responded to Board's IR-1(d) and IR-2 that Mr. Fulljames's account was changed from seasonal billing to standard bi-monthly billing on May 28, 2026, and that NS Power can offer him two billing options: (1) a 24-month Equal Billing plan with \$296 monthly payments, or (2) a 24-month payment arrangement of \$89 per month (to retire the arrears) in addition to the bi-monthly bills on ongoing energy usage.

(a) Please provide the calculation of the proposed \$296 monthly payment in option 1.

(b) For option 2, will the bills for \$89 (for 24 months) and for bi-monthly energy charges be issued separately?

(c) If the account were switched back to seasonal billing because the cottage is only used seasonally, what payment arrangement would NS Power propose for Mr. Fulljames?

Response IR-5:

(a) The calculation used to determine the proposed \$296 monthly payment under Option 1 is as follows:

Between July 2025 and July 2026, 11,248 kWh of electricity was used. Applying the energy rate of \$0.19128/kWh, dividing the annual energy cost over 12 months, and then adding the applicable base charge and taxes results in an estimated monthly electricity cost of approximately \$207.

The current account balance of \$2,131.97, divided over a 24-month repayment period, equals approximately \$88.83 per month, which has been rounded to \$89.

Therefore, the proposed monthly payment is:

Estimated monthly electricity cost: \$207

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1 Monthly payment toward arrears: \$89

2 Total proposed monthly payment: \$296

3
4 (b) If the customer chooses option 2, the bills for \$89 and the bi-monthly energy charges would
5 not be issued separately.

6
7 (c) If the account is switched back to seasonal billing, the current payment arrangement can
8 still be proposed to Mr. Fulljames. Once the arrears have been paid in full, the Equal
9 Monthly Payment budget settlement can be removed, allowing the account to return to
10 regular seasonal billing.