

Meade DRO Appeal (NSEB M12936)
NSPI Responses to NSEB Information Requests

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Request IR-1:

On July 17, 2026, NS Power provided copies of Mr. Meade's bills in Attachment 3, starting from the bill dated July 27, 2021, for service from May 20 to July 26, 2021. The bills dated May 27 and July 28, 2025, were estimated. The Account Usage Info NS Power provided in Attachment 1 shows the first meter read was on March 24, 2021.

Starting from the March 2026 bill, the multiplier became 60. NS Power explained that the current transformer ratio is 300:5 (when 300amps flow through the service, the meter measures 5amps). The multiplier of 60 converts the meter readings back to the actual energy consumption at the premises.

(a) When did Mr. Meade start his account with NS Power for [REDACTED] [REDACTED]?

(b) Please explain in detail how NS Power estimated the consumption in Mr. Meade's May and July 2025 bills.

(c) Please explain why the September 2025 bill covered the same time period as the May and July 2025 bills and demonstrate the reconciliation of charges in the September 2025 bill.

(d) Please explain why the November 2025 bill was issued for a 33-day period.

(e) Please explain if the March 2026 bill covered the November 2025 billing period.

(f) How did NS Power determine the 400-amp service upgrade for Mr. Meade's property following the renovation in October 2025? Was NS Power aware of the heat pump installation, window replacement and basement insulation as part of the renovation?

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(g) Please explain the multiplier of 60. How does a 400-amp service have a 300:5 current transformer ratio?

(h) Does NS Power have any comments on the EnerGuide tests that were done at Mr. Meade's property before and after the renovation?

(i) Please provide a copy of Mr. Meade's July 2026 bill.

Response IR-1:

(a) Mr. Meade opened his account with NS Power for [REDACTED] on March 11, 2021.

(b)

Bill Date: 27 May 2025

Bill Date	Revenue Year/Mth	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
5/27/2025	2025-05	3/24/2025	5/27/2025	64	4,589	71.70

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
202512	5/28/2024	4987.96	4988	1	64		
	7/26/2024	4256.14	4256	1	61		
	9/24/2024	3879.01	3879	1	58		
		13123.11	13123	1	183	71.71038251	

Bill Date: 28 July 2025

Bill Date	Revenue Year/Mth	Previous Read Date	Current Read Date	Days	Estimated Usage	Avg Usage per Day
7/28/2025	2025-07	5/27/2025	7/28/2025	62	4,238	68.35

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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
2024-07	7/26/2024	4256.14	4256	1	61		
2024-09	9/24/2024	3879.01	3879	1	58		
		8135.15	8135	1	119	68.36134454	

- (c) The September 2025 bill covers the same period as the May 2025 and July 2025 bills because it is a reconciliation bill. When an actual meter reading is obtained following a period of estimated billing, NS Power's Customer Information System (CIS) performs a Return of Estimate (REST) function. The REST function cancels the previously issued estimated bills and rebills the entire affected period using actual meter readings on a true read-to-true read basis. Accordingly, the September 2025 bill reconciled the estimated consumption billed in May 2025 and July 2025 with the customer's actual consumption.

Read Status	Bill Date	From	To	Usage	Days	Notes
Estimated	27-May-25	24-Mar-25	27-May-25	4,589	64	
Estimated	28-Jul-25	27-May-25	28-Jul-25	4,238	62	
True Read	24-Sep-25	24-Mar-25	28-Jul-25	(8,827)	-126	CIS cancels the two previous estimated bills
		24-Mar-25	18-Sep-25	13,444	178	CIS bills from true read to true read

Energy Charges	Rate	Qty	Total	Notes
Base Charge	19.17	6	\$ 115.02	6 months of base charges
Energy Usage	0.18561	13444	\$ 2,495.34	kWh usage from true read to true read
		8827	\$ (1,715.06)	reversal of pre-tax charges from previous two estimated bills (May \$890.10 + July \$824.96)
			\$ 895.30	

- (d) The November 2025 invoice covered a 33-day billing period because it was the final bill associated with meter #2338023 prior to the customer's electrical service upgrade. The bill covered service from September 18, 2025 to October 21, 2025, which represents 33 days. The meter was removed on October 21, 2025 as part of the upgrade to a 400-amp service and replaced with meter #2517219 on October 23, 2025.

- (e) The March 2026 invoice covered service from October 23, 2025 to March 24, 2026. As stated in NS Power's Reply, following installation of meter #2517219, the meter was not

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1 properly established in NS Power's CIS. As a result, consumption recorded by the
2 replacement meter was not billed until an actual meter reading was obtained on March 24,
3 2026.

4
5 (f) Decisions regarding electrical service upgrades, including the decision to upgrade to a 400-
6 amp service, are made by the customer in consultation with a certified electrician. As part
7 of that process, the electrician assesses the customer's electrical requirements and
8 completes any required load calculations to determine the appropriate service size. The
9 electrician is also responsible for coordinating with NS Power's Wiring Permit Department,
10 as required.

11
12 NS Power's role is to review and inspect the electrical work completed by the electrical
13 contractor to ensure compliance with the Canadian Electrical Code and applicable NS
14 Power utility standards. NS Power is not aware of the factors that led to the customer's
15 decision to upgrade to a 400-amp service.

16
17 (g) For larger electrical services, current transformers (CTs) are used to reduce the current
18 flowing through the service to a level suitable for measurement by the meter, as standard
19 residential meters are not capable of directly measuring the full current associated with a
20 400-amp service. Because the meter records consumption based on the reduced current, a
21 multiplier is applied to determine the customer's actual electricity consumption.

22
23 In this case, the CT ratio is 300:5, meaning that when 300 amperes flow through the service,
24 the meter measures 5 amperes. Dividing 300 by 5 results in a multiplier of 60. Accordingly,
25 the meter reading is multiplied by 60 to determine the customer's actual electricity
26 consumption.

27
28 The use of CT-rated metering is standard for larger services, including 400-amp services.
29 Although the customer's service is rated at 400 amps, a 300:5 CT ratio is used because CTs
30 are rated to operate accurately up to 150% of their nominal rating. As a result, a 300:5 CT

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1 is suitable for loads up to 450 amps.

2

3 (h) NS Power has no comments regarding any EnerGuide assessments conducted at the
4 customer's property before or after the renovations. NS Power was not involved in
5 conducting those assessments and cannot comment on their findings.

6

7 (i) Please refer to Confidential Attachment 1.

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

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Request IR-2:

On June 25, 2026, NS Power informed Mr. Meade of the test result for meter #2517219 dated June 8, 2026. In his appeal to the Board, Mr. Meade said there was very little explanation of the test results.

(a) What does “the meter operates within prescribed accuracy limits” mean?

(b) Please explain the information included in the Comments Screen Inquiry Mode and Electric Meter Test Results that were attached to the June 25 letter.

Response IR-2:

(a) When a meter is operating within prescribed accuracy limits, it means the meter is measuring electricity consumption within the allowable tolerances established by Measurement Canada. The test results for meter #2517219 confirmed that the meter was accurately measuring electricity consumption.

(b) The Comments Screen Inquiry Mode and Electric Meter Test Results provide information relating to the testing of meter #2517219, including:

- Tested OK: Confirms that the meter passed testing and was found to be operating within prescribed accuracy limits.
- Equip Type: Identifies the equipment tested (meter)
- Equip ID: Meter #
- Date: The date the test was performed.
- OP Code: Internal code identifying the type of testing performed.
- Tester’s User ID: Identifies the NS Power employee who performed the test.
- Standard Code: Indicates what board the meter was tested on.
- As Found kWh: The meter reading at the time the meter was received for testing.

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- 1 • FLS (Full Load Test): Measures meter accuracy under full-load conditions.
- 2 • LLS (Light Load Test): Measures meter accuracy under light-load conditions.
- 3 • PFS (Power Factor Test): Measures meter accuracy under specified power factor
- 4 conditions.
- 5 • Creep Test Performed: Verifies that the meter does not register consumption when
- 6 voltage is present, but no current is flowing.
- 7 • Dial Check Performed: Verifies that the meter display accurately records and advances
- 8 in accordance with the energy measured during testing.
- 9 • As Left kWh: The meter reading following completion of testing.

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Request IR-3:

Mr. Meade said he turned off Auto Pay in the online portal on March 31, 2026, but the automatic payment of \$4,222.15 occurred on April 28, 2026. On May 15, 2026, NS Power explained to the DRO that Auto Pay was already in motion for the March 2026 bill that it would only be turned off after the extraction was completed, i.e. on April 28, 2026, at 6am.

On July 17, 2026, NS Power said that the customers retain exclusive control over their MyAccount Auto Pay settings and NS Power does not modify those settings on a customer's behalf, and that when Mr. Meade disabled Auto Pay in March 2026, Auto Pay arrangements were cancelled for future bills but the payment for the March 2026 bill had already been scheduled for processing and remained active under the Payments section.

(a) Please provide any documentation outlining:

- (i) NS Power's Auto Pay policy**
- (ii) What NS Power advises its customers when they sign up for Auto Pay**
- (iii) Evidence that Mr. Meade was notified and agreed to Auto Pay terms.**

(b) Can MyAccount be set up so that all scheduled payments are automatically cancelled when a customer turns off Auto Pay?

- (i) If no, why not?**
- (ii) Can MyAccount notify the customer about any scheduled payment(s) remaining active after he/she turns off Auto Pay?**

(c) When was Mr. Meade's Auto Pay set up?

- (i) When was his Auto Pay initially turned on?**
- (ii) Please provide any dates and times when Mr. Meade's Auto Pay was turned on or off, and who turned it on or off.**

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1 **(iii) Can NS Power provide the IP addresses that turned Auto Pay on or off on**
2 **those dates?**

3
4 **(d) On April 28, 2026, at 6am, did NS Power turn Auto Pay off?**

5 **(i) If no, can NS Power confirm whether Auto Pay was off at any time after April**
6 **28, 2026?**

7 **(ii) Was the 6am based on AST or a different time zone?**

8 **(iii) At what date and time did the automatic payment happen?**
9

10 **(e) Mr. Meade said in his Notice of Appeal "In a response from NSP, they admitted to**
11 **not turning it off until they extracted the payment, then turning it off 2 hours after**
12 **taking this payment". Please comment on this statement and explain if it is correct.**
13

14 Response IR-3:
15

16 **(a)**

17 **(i) NS Power does not have a separate Auto Pay policy. Information regarding Auto**
18 **Pay is available on NS Power's website under "Ways to Pay." Customers enroll in,**
19 **modify, and cancel Auto Pay through MyAccount, and those settings are managed**
20 **directly by the customer.**
21

22 **(ii) When enrolling in Auto Pay through MyAccount, customers are advised as follows:**
23 **"AutoPay will take effect starting the next business day and will continue**
24 **until you cancel. The program will pay the full bill amount. If you would**
25 **like to edit these details, click the edit option below. Any current bills will**
26 **not be paid by this AutoPay."**
27

28 **(iii) Mr. Meade enrolled in Auto Pay through MyAccount on May 28, 2021. Auto Pay**
29 **is a customer-managed, self-service feature within MyAccount. Customers enroll**

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1 in, modify, and cancel Auto Pay directly through the portal. NS Power does not
2 have a separate signed Auto Pay agreement for Mr. Meade.

3
4 (b) No. MyAccount does not currently have a feature that automatically cancels all scheduled
5 payments when a customer turns off Auto Pay. NS Power acknowledges this limitation of
6 the current setup. While recurring Auto Pay settings and scheduled payments are managed
7 through separate functions within MyAccount, NS Power will investigate, in coordination
8 with the vendor, whether enhancements can be made within the current solution to improve
9 this functionality. NS Power will also consider opportunities to address this functionality
10 as part of the CIS Replacement Project.

11
12 (i) Auto Pay settings apply to future bills as they are issued. Once a bill has been issued
13 and an automatic payment has been scheduled, turning off Auto Pay does not
14 automatically cancel the scheduled payment. Scheduled payments and recurring
15 Auto Pay settings are managed through separate functions within MyAccount.

16
17 (ii) No. MyAccount does not currently have a feature that notifies a customer when a
18 scheduled payment remains active after Auto Pay has been turned off.

19
20 (c) Mr. Meade enrolled in AutoPay on May 28, 2021.

21
22 (i) It was turned on May 28, 2021.

23
24 (ii) The customer disabled Auto Pay through MyAccount on March 31, 2026 at 8:24
25 AM AST. The recurring Auto Pay arrangement was subsequently cancelled by the
26 system following completion of the automatic payment extraction on April 28,
27 2026.

28
29 (iii) The IP address associated with the March 31, 2026 Auto Pay change was
30 

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1
2 (d) On April 28, 2026 at 6:00 AM AST, the recurring Auto Pay arrangement associated with
3 Mr. Meade's account was automatically cancelled by the system following completion of
4 the automatic payment extraction for the March 2026 invoice.

5
6 (i) Auto Pay has remained disabled since April 28, 2026.

7
8 (ii) The 6:00 AM timestamp was recorded in AST.

9
10 (iii) The automatic payment was processed on April 28, 2026 at 2:45:45 AM AST.

11
12 (e) NS Power did not turn Auto Pay off on Mr. Meade's behalf. Mr. Meade disabled Auto Pay
13 through MyAccount on March 31, 2026. Disabling Auto Pay cancelled future recurring
14 payments; however, the automatic payment associated with the March 27, 2026 invoice
15 had already been scheduled for processing and remained active. The payment was
16 processed on April 28, 2026 at 2:45:45 AM AST. Following completion of the payment
17 extraction process, the system automatically cancelled the recurring Auto Pay arrangement
18 in accordance with Mr. Meade's March 31, 2026 request to disable Auto Pay.

19
20 Accordingly, the April 28, 2026 payment was processed because it had already been
21 scheduled prior to Mr. Meade disabling Auto Pay.

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Request IR-4:

In Mr. Meade's Notice of Appeal, he included the correspondence with Teri where he requested a series of tests be done and several technical documentations be provided to him.

Were these tests done and documentations provided to Mr. Meade? Why or why not? Please provide any available test results and copies of the documentations or indicate where they are if already filed.

Response IR-4:

No. NS Power conducted an accuracy test of meter #2517219 in its Measurement Canada-accredited testing facility. The test confirmed that the meter was operating within prescribed accuracy limits. The meter test results were previously filed with the Board as Confidential Attachment 4 and Attachment 5 to NS Power's Reply. This is the meter accuracy testing available through NS Power. To the extent Mr. Meade wishes to have further independent testing of meter #2517219, such testing must be requested through Measurement Canada. Instructions for submitting a request and the applicable fee were provided in the meter test results letter. This option was also explained in NS Power's Reply.

Following the issuance of the Dispute Resolution Officer's (DRO) decision, the DRO also advised Mr. Meade that he could pursue independent testing of meter #2517219 through Measurement Canada.

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Request IR-5:

What payment arrangement does NS Power offer Mr. Meade at this stage of the appeal?

Response IR-5:

Mr. Meade has continued to pay his current invoices by their respective due dates. Should payment arrangements be required for the outstanding balance of \$4,222.15 associated with the March 2026 invoice, NS Power can offer the following options:

Option 1: Arrears Repayment Arrangement

The outstanding balance of \$4,222.15 may be repaid over a period of 24 months while Mr. Meade continues to pay his current invoices as they become due. This arrangement would require an additional monthly payment of approximately \$175.92. No interest would be charged on the outstanding balance.

Option 2: Budget Settlement Agreement

Alternatively, the outstanding balance and projected ongoing electricity charges may be combined into a single monthly payment under a 24-month Budget Settlement Agreement. Based on current consumption levels, the monthly payment would be approximately \$805.00, consisting of approximately \$630.00 for ongoing usage and \$175.00 toward the outstanding arrears balance.

Both options are available to assist Mr. Meade in managing the outstanding balance while maintaining his account in good standing.