

McPhee DRO Appeal (NSEB M12980)
NSPI Responses to NSEB Information Requests

REDACTED

Request IR-1:

- (a) Please confirm when and how Mr. McPhee requested service at [REDACTED] and the effective date requested.
- (b) NS Power states that it has no record confirming the October 7, 2025, service start date. Please explain the basis for using October 7, 2025, as the start date.
- (c) Please describe NS Power's normal standard process for receiving, documenting and retaining service requests, including the records normally created.

Response IR-1:

- (a) NS Power was contacted on October 3, 2025, regarding the connection of electrical service at [REDACTED]. A service connection appointment associated with Mr. McPhee's account was scheduled for October 7, 2025.
- (b) NS Power does not have account notes of the conversation with Mr. McPhee. However, NS Power's records include a connection service order associated with Mr. McPhee's account for [REDACTED] that was created on October 3, 2025. Service orders are generated within NS Power's Customer Information System (CIS) and are automatically date and time stamped upon creation. The service order was created on October 3, 2025, at 13:44:03 and identifies October 7, 2025, as the scheduled connection date (see Confidential Attachment 1). Although NS Power does not have separate notes from the call itself, the creation of the service order confirms that a request to establish service at this location under Mr. McPhee's account was received and processed on October 3, 2025.
- (c) NS Power's standard process for receiving, documenting, and retaining service requests is managed through its CIS. Service requests received by NS Power are recorded in

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1 CIS in the normal course of business, and records associated with those requests are
2 retained within the system. Certain service orders, including connection and
3 disconnection orders, are automatically date and time stamped upon creation, providing
4 a contemporaneous record of when the request was processed.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

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Request IR-2:

- (a) Please identify each meter number associated with Mr. McPhee's account, the unit each meter served, and the dates each association was effective.
- (b) Page 1 of Attachment 1 to Exhibit M-3, suggests that Mr. McPhee was connected to two meters simultaneously on October 7, 2025. Please confirm if this is the case.
- (c) What was the cause of the meter labeling issue.
- (d) Did NS Power independently verify the meter to unit assignments or relied wholly on information provided by the property owner?

Response IR-2:

(a)

Meter Number	Service Location	Effective Period	Notes
2549586	[REDACTED]	Oct 7, 2025 to Dec 4, 2025	This meter was initially associated with Mr. McPhee's account in error due to a meter labeling issue at the property. The account was subsequently corrected.
2558984	[REDACTED]	Oct 7, 2025 to Jan 28, 2026	This meter served the unit occupied by Mr. McPhee during the period he received service at [REDACTED]

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2325756		Jan 21, 2026 to present	Meter associated with Mr. McPhee's current service location.
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- 1
- 2
- 3 (b) No. Mr. McPhee was not receiving electrical service through two meters simultaneously.
- 4 To facilitate the correction and reconciliation of billing, NS Power completed an
- 5 administrative account correction that reassigned the appropriate meter to Mr. McPhee's
- 6 account. As a result, the account history reflects a period during which Mr. McPhee appears
- 7 to have been associated with two meters. This was an administrative measure required to
- 8 properly process the billing adjustment and does not indicate that service was being
- 9 supplied through two meters at the same time.
- 10
- 11 (c) The labeling discrepancy resulted from changes made to the property's unit numbering.
- 12 The property originally contained 18 residential units; however, after 9 additional units
- 13 were added, the unit numbering was updated to reflect the expanded configuration. This
- 14 renumbering process led to the labeling issue in question.
- 15
- 16 (d) Following identification of the meter labeling issue, an NS Power field representative
- 17 conducted a site visit to verify the meter-to-unit assignments. During the site visit, each
- 18 meter was systematically isolated to determine and confirm the specific unit it served. This
- 19 process ensured that all meter assignments were accurately identified and recorded. In
- 20 addition, NS Power verified the meter-to-tenant assignments to confirm that each meter
- 21 was correctly associated with the appropriate tenant and residential unit.

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NON-CONFIDENTIAL

Request IR-3:

Please explain why it took from February to July 2026 to identify and correct the meter and estimated reading errors.

Response IR-3:

The meter assignment issue was identified and corrected between February and March 2026. Following discussions with Mr. McPhee and a review of the account, NS Power determined that Mr. McPhee's account had been associated with the incorrect meter due to a meter labeling issue at the property. The account was corrected, the improperly billed charges were reversed, and a corrected closing bill was issued based on the meter serving the unit occupied by Mr. McPhee. These corrections were completed on March 19, 2026, and were reflected in subsequent invoices issued in March 2026. See pages 3-4 of Confidential Attachment 3 and page 5 of Confidential Attachment 2 to NS Power's Reply for the related invoices and account note.

During the subsequent review conducted in connection with Mr. McPhee's DRO complaint in June 2026, NS Power identified that the corrected closing bill had been prepared using an estimated final meter reading. NS Power also confirmed that an actual meter reading had subsequently been obtained on January 30, 2026. Based on the actual meter reading, NS Power recalculated the customer's consumption and applied a credit of \$56.71 to Mr. McPhee's account on June 4, 2026.

Accordingly, the meter assignment issue and associated billing was corrected in March 2026, while the estimated closing bill issue was identified and corrected during the later DRO review in June 2026. NS Power regrets that the estimated meter reading adjustment was not identified during the initial billing review and apologizes for any inconvenience this may have caused.

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Request IR-4:

Please reconcile the account balance showing the charges at the two addresses separately.

Response IR-4:

Please see Attachment 1 for [REDACTED] and Attachment 2 for [REDACTED].

**McPhee DRO Appeal IR-4 Confidential Attachment 1 has
been removed due to confidentiality.**

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

**McPhee DRO Appeal IR-4 Confidential Attachment 2 has
been removed due to confidentiality.**

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Request IR-5:

Please provide documentation that supports the January 21, 2026, connection date at Mr. McPhee's current address.

Response IR-5:

NS Power reviewed the call log from January 16, 2026, which confirms that the customer contacted NS Power on that date. NS Power's records further show that a service order was initiated at the time of the call, identifying January 21, 2026, as the scheduled connection date (see page 2 of IR-1 Confidential Attachment 1).