

NON-CONFIDENTIAL

1 **Request IR-1:**

2

3 **Provide the actual or closest estimate of total number of domestic households served by**
4 **NSPI and an estimate of the total number of individuals who depend on NSPI for their**
5 **electricity in Nova Scotia for 2011 and 2012?**

6

7 Response IR-1:

8

9 The total number of residential accounts served by NS Power is estimated to be 414,000 for 2011
10 and 416,000 for 2012. This was calculated by taking the average total residential customer
11 accounts for the corresponding years, and subtracting seasonal accounts (cottages) and charitable
12 rate customers.

13

14 Most Nova Scotians depend on NS Power for their electricity, either served directly or indirectly
15 through a municipal utility. Population forecasts from the Conference Board of Canada are
16 945,700 for 2011 and 946,600 for 2012.

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1 **Request IR-2:**

2

3 **Provide the actual or closest estimate of the total number of households and individuals**
4 **who depend on NSPI for electricity to heat their homes in Nova Scotia for 2011 and 2012?**

5

6 **a. In addition, provide a breakdown of customers who use electricity as their primary heat**
7 **source by housing type (eg. own home or rental).**

8

9 Response IR-2:

10

11 NS Power estimates that 30 percent of residential customers use electricity for space heating.

12

13 (a) NS Power does not maintain data regarding customer home ownership type.

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1 **Request IR-3:**

2

3 **Provide the total value of the revenue received by NSPI from the domestic class in dollar**
4 **terms and as a percentage of total revenue to NSPI using current rates?**

5

6 Response IR-3:

7

8 Please refer to Appendix P, Attachment 1, page 1 of 6 of the Application for 2013 revenues by
9 rate class priced at current rates.

10

11 The domestic class revenue, under current rates before the FAM riders is \$588.7 million,
12 representing 49.4 percent of total revenues ($\$588.7 \text{ million} \div \$1,192.6 \text{ million} = 49.4\%$).

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NSPI Responses to Affordable Energy Coalition Information Requests

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1 **Request IR-4:**

2
3 **Provide the same information, using the rates for all classes, as requested in the current**
4 **Application?**

5
6 Response IR-4:

7
8 Please refer to Appendix P, Attachment 1 page 2 (Proposed 2013) and page 5 (Proposed 2014) of
9 the Application for the calculation of total revenues. The percentage of total revenues by rate
10 class is broken out below:

11

Rate Class	2013 Proposed Revenue (\$M)	% of Revenue	2014 Proposed Revenue (\$M)	% of Revenue
Domestic	625.4	49.4	654.0	49.2
Small General	33.4	2.6	34.8	2.6
General	295.6	23.3	310.0	23.3
Large General	40.5	3.2	42.3	3.2
Small Industrial	30.2	2.4	32.0	2.4
Medium Industrial	51.2	4.0	55.1	4.2
Large Industrial	79.2	6.3	84.9	6.4
Municipal	19.7	1.6	20.9	1.6
Unmetered	23.4	1.8	23.0	1.7
BTL	42.5	3.4	43.0	3.2
LED	1.6	0.1	3.6	0.3
Exports	1.8	0.1	1.9	0.1
Misc. Revenues	22.3	1.8	23.2	1.8
Total	1,266.9	100.0	1,328.6	100.0

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1 **Request IR-5:**

2

3 **As a follow up to 2006 AEC IR-5, what is the average monthly domestic consumption by a**
4 **residential consumer for 2011 and 2012 (YTD)?**

5

6 Response IR-5:

7

8 Please refer to the figure below for the average monthly residential consumption for 2011 and
9 2012 YTD.

10

(kWh)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2011	1,164	1,062	1,033	816	747	612	593	593	597	667	782	956	9,621
2012	1,158	1,030	952	772	672	-	-	-	-	-	-	-	4,584

11

12 The numbers were calculated by dividing the total residential sales for each month by the total
13 customer count for each month, rounded to the nearest whole number. These values are not
14 weather adjusted. Residential sales include all residential rate classes.

15

16 Monthly domestic consumption varies primarily due to weather conditions and other factors
17 throughout the year.

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1 **Request IR-6:**

2

3 **What is the average monthly domestic consumption in dollar terms using today's rates for**
4 **2012?**

5

6 **a. For households who include electric heat;**

7 **b. For households without electric heat.**

8

9 Response IR-6:

10

11 The average monthly domestic customer consumption in dollar terms, including FAM riders, is
12 forecast to be \$114 in 2012. NS Power does not forecast this information for electric and non-
13 electric heat customers separately.

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1 **Request IR-7:**

2

3 **What will be the average monthly domestic consumption in dollar terms if the Application**
4 **is granted?**

5

6 **a. For households who include electric heat;**

7 **b. For households without electric heat.**

8

9 Response IR-7:

10

11 The average monthly cost of power to a domestic customer,¹ based on 2013 proposed rates
12 including FAM but excluding Demand Side Management (DSM), is forecast to be \$117. The
13 same average monthly cost, based on 2014 proposed rates, is forecast to be \$119 representing a
14 1.7 percent increase from 2013. The 1.7 percent increase falls 1.3 percent short of the average
15 increase of 3 percent in total residential class revenues due to lower average residential
16 consumption in 2014. NS Power does not forecast this information for electric and non-electric
17 heat customers separately.

¹ The cost is calculated by dividing the total annual domestic revenue by number of domestic customers and by 12 months.

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1 **Request IR-8:**

2

3 **Please provide information on the total number and overall proportion of residential**
4 **consumers who depend on charitable rates, seasonal rates and time of day rates.**

5

6 Response IR-8:

7

8 In 2012, there is an average of 2,562 customers classified as charity (0.6 percent of total
9 residential), an average of 27,979 customers classified as seasonal (6.3 percent of total
10 residential) and an average of 8,364 classified as Time of Day (TOD) (1.9 percent of total
11 residential).

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1 **Request IR-9:**

2

3 **Please provide information on how many domestic customers entered into more than one**
4 **payment agreement in 2011 and 2012 (YTD)?**

5

6 **a. What percentage of domestic customers does this include?**

7

8 Response IR-9:

9

10 (a) The number of payment agreements for residential accounts for 2011 and May 31, 2012
11 year-to-date can be seen below. Please note that the percentage for 2012 is significantly
12 lower because the multiple payment arrangement data is only for a partial year, but the
13 number of accounts is a constant number.

14

Year	Number of Customers with Multiple Payment Arrangements	% of Residential Accounts
2011	31,152	7.01
2012*	11,394	2.55

15 *May 31, 2012 YTD

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1 **Request IR-10:**

2
3 **Please provide the following information relevant to Regulation 6.1 for 2011 and 2012:**

- 4
5 **a. What were the total number of disconnections for domestic customers in 2011 and 2012;**
6 **b. How many of those customers use electricity to heat their homes?**
7 **c. Please provide a breakdown of the months of the year when these disconnections**
8 **occurred?**
9 **d. How many of these disconnections were the result of nonpayment [under Regulation**
10 **6.1(a) (1)]?**
11 **e. How many of these disconnections were the result of failure to comply with a Payment**
12 **Agreement [under Regulation 6.1(a) (3)]?**
13 **f. How many of these disconnections were the result of misrepresentation of identity [under**
14 **Regulation 6.1(a) (5)]?**
15 **g. How many of these disconnections were the result of refusal of service according to**
16 **Regulation 2.1[under Regulation 6.1(a) (6)]? Please specify the number of disconnections**
17 **by category under Regulation 2.1?**
18 **h. How many of these disconnections were the violation of rules [under Regulation**
19 **6.1(a)(7)]? Please provide a description of the exact rule violations?**
20 **i. How many of these disconnections were the result of failure to pay a deposit [under**
21 **Regulation 6.1(a)(8)]?**
22 **j. What was the average period of disconnection?**
23 **k. What was the average cost to the customer of a disconnection?**
24 **l. Under 6.1(b)(1) how many door knob notices were served?**
25 **m. How many notices were served by first class mail?**

26
27 Response IR-10:

28
29 (a-b) Please refer to the figure below.

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Year	Number of Domestic Disconnections	Disconnected Accounts Using Electric Heat
2011	1,974	639
2012*	252	95

*May 31, 2012 YTD

Note: Electric heat accounts are based on best information available in our customer information system.

1
2
3
4
5

(c) Please refer to the figure below.

Month	Number of disconnections
Jan-11	0
Feb-11	0
Mar-11	0
Apr-11	66
May-11	341
Jun-11	216
Jul-11	277
Aug-11	270
Sep-11	337
Oct-11	221
Nov-11	175
Dec-11	71
Jan-12	0
Feb-12	0
Mar-12	0
Apr-12	84
May-12	168

6
7
8
9
10
11
12
13

(d-i) NS Power does not track disconnect orders to this level of detail.

(j) NS Power does not track this information.

(k) NS Power does not charge for this activity.

(l-m) Please refer to the figure below.

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1

Year	Door Knob Notices	First Class Mail Notices
2011	4,841	4,207
2012*	1,154	995

2

*May 31, 2012 YTD

3

Note: Some customers who were served with door knob notices were also served with a notice by first class mail and vice versa.

4

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1 **Request IR-11:**

2
3 **Please provide responses to question 9, disaggregated by sex, family type, location, receipt**
4 **of social assistance or Old Age Security.**

5
6 Response IR-11:

7
8 NS Power does not collect or retain information relating to gender or family type. Customers are
9 not required to disclose their source of income when making an application for electrical service,
10 nor are they required to advise NS Power of any changes to their source of income. Please refer
11 to the figure below.

12

Multiple Payment Arrangements by Location	
2011	
Central - Dartmouth/Sackville	8,327
Central - Halifax	5,005
Central - Truro	3,451
Eastern - Stellarton	2,287
Eastern - Sydney	5,490
Western - Bridgewater	4,060
Western - Yarmouth	2,408
Unknown	124
Total	31,152
2012*	
Central - Dartmouth/Sackville	3,065
Central - Halifax	1,808
Central - Truro	1,301
Eastern - Stellarton	808
Eastern - Sydney	2,048
Western - Bridgewater	1,509
Western - Yarmouth	792
Unknown	63
Total	11,394

13 *May 31, 2012 YTD

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1 **Request IR-12:**

2

3 **Please provide the following information relevant to Regulation 6.2 for 2011 and 2012:**

4 **a. How many domestic customers received more than one visit for the purpose of**
5 **disconnecting electrical service?**

6 **b. What was the maximum number of visits?**

7

8 **Please provide all calculations supporting any estimations.**

9

10 **Response IR-12:**

11

12 (a) Electrical service was disconnected for 110 domestic customers in 2011 who previously
13 had been disconnected either earlier in 2011 or in 2010. Electrical service was
14 disconnected for 41 domestic customers in 2012, as of May 31, 2012, who previously had
15 been disconnected either earlier in 2012 or in 2011.

16

17 (b) There were three disconnections for 11 customers in the period examined; there were no
18 instances of more than three disconnections.

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1 **Request IR-13:**

2
3 **What is the Company's policy with regards to disconnection of domestic customers during**
4 **the winter months?**

5
6 **a. Would NSPI support a regulatory change to reflect that electrical power to domestic**
7 **customers cannot be disconnected from November 30 to April 30?**

8 **b. If not, what regulatory changes would NSPI support to reflect higher rates and their**
9 **impact during the heating season?**

10
11 **Response IR-13:**

12
13 (a) Please refer to NSDOE IR-2. NS Power does not believe delaying payments and
14 allowing increases to balances owing is good for customers. NS Power works with
15 customers to make payment arrangements in order to assist customers with a budget
16 which also keeps their power on.

17
18 (b) In July 2012, NS Power and representatives of government and social agencies came
19 together to form the Low Income Advocacy Committee. The first meeting of this
20 committee took place July 10th. Discussions focused on existing challenges and
21 prioritizing areas of focus. The committee will reconvene in September. This
22 consultation process will determine appropriate changes in NS Power processes or other
23 actions to support low-income customers.

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1 **Request IR-14:**

2

3 **Please provide a breakdown of domestic customer disputes by type of dispute and the**
4 **outcome (of finding for the Company or the customer) for the years 2010-2012.**

5

6 Response IR-14:

7

8 For the purposes of this Information Request, a dispute is defined as a customer billing, credit,
9 collection or electrical supply inquiry NS Power and the customer are unable to resolve. The
10 customer may direct their concern to the Dispute Resolution Officer (DRO). The customer
11 concern is first reviewed by a NS Power Customer Care Specialist and may be resolved at that
12 time. If the Customer Care Specialist and the customer are unable to resolve the issue, the DRO
13 assumes responsibility if the customer decides to engage the DRO. The DRO considers both
14 sides and renders a decision. Customers also have the right to appeal DRO decisions to the
15 Utility and Review Board.

16

17 The figure below shows the total number of disputes by category, where the customer pursued
18 resolution through the DRO, and where the customer pursued an appeal of the DRO decision to
19 the Board.

20

	2010	DRO/Board Findings (in Favour of)	2011	DRO/Board Findings (In Favour of)	2012 to July 17th	DRO/Board Findings (in Favour of)
Disputes Resolved by DRO by Type:						
Billing	7	NS Power:4 Customer: 0 Not pursued:3	19	NS Power:19 Customer: 0	9	NS Power:6 In progress:2 Resolved directly with NS Power:1
Collections	83	*	104	*	55	*
Rates/Regulations	3	NS Power:1 Customer:1 Not pursued:1	4	NS Power:3 Not pursued:1	0	N/A
Service	0	N/A	8	NS Power:5 Customer:0 Not pursued:3	0	N/A

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	2010	DRO/Board Findings (in Favour of)	2011	DRO/Board Findings (In Favour of)	2012 to July 17th	DRO/Board Findings (in Favour of)
Other	4	NS Power: 2 Customer: 0 Not pursued: 2	2	NS Power: 2	5	NS Power:4 Resolved directly with NS Power:1
Total	97		137		68	
DRO Decisions Appealed to Board by Type:						
Billing	3	See below	1	See below	2	See below
Collections	2	See below	6	See below	0	See below
Total	5	NS Power/ DRO: 4 Customer:1	7	NS Power/ DRO: 5** Customer : 1 Withdrawn:1	2	NS Power/DRO: 1 Decision pending: 1

1 *Collection matters are matters involving the customers' ability to pay or failure to comply with payment terms
2 provided by NS Power. The majority of the DRO decisions involve the DRO providing direction to the customer to
3 comply with payments terms that the DRO determines appropriate.

4 ** One matter has been appealed by the customer to the Nova Scotia Court of Appeal. A decision is pending.

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1 **Request IR-15:**

2
3 **In 2006 IR-14, the Affordable Energy Coalition sought information from NSPI regarding**
4 **statistics that NSPI might have on fire or asphyxiation related incidents caused by**
5 **alternative heating or lighting sources. In 2006, NSPI indicated that the Company did not**
6 **track this information.**

7
8 **a. Is the Company now tracking this information currently? If the answer is yes, please**
9 **disclose any information tracked.**

10 **b. What efforts is NSPI making to prevent such incidents?**

11
12 Response IR-15:

13
14 a) No.

15
16 b) NS Power provides customers with general storm preparation and recovery information
17 on our website www.nspower.ca. The site features outage preparedness tips, including
18 safety recommendations on the use of candles and generators. The customer newsletter
19 Connections has also featured stories on storm preparedness and recovery. Please refer to
20 Attachment 1 for features from the September/October 2010 and September/October
21 2011 issues.

22
23 NS Power also commits \$100,000 a year to the Canadian Red Cross towards their storm
24 preparedness education. The Red Cross campaign not only focuses on what to do in the
25 event of a disaster, but also informs citizens to be prepared by having an emergency kit to
26 get through a 72-hour event. Please refer to Attachment 2 for a sample of the campaign
27 and NS Power's sponsorship.



Residential

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Outage Information

[Live Power Outage Map](#)

[What Happens When You Call Us](#)

[Estimated Restoration Time](#)

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[Critical Customer Communication Program](#)

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[Connections Newsletter](#)

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Power Outage Preparation

Power outage preparation Q&A

Power outages do sometimes happen. Here are some things you can do to be prepared:

- ▶ Add Nova Scotia Power's outage line (1-877-428-6004) to the list of emergency phone numbers near your phone.
- ▶ Track bad weather by following local radio and television weather reports or visiting Environment Canada online.
- ▶ Have an emergency kit with flashlights, a battery-operated radio and fresh water.
- ▶ Turn off and unplug electrical equipment such as TVs, VCRs and computers.
- ▶ If you are on a well, fill your bathtub with water and have a bucket nearby to flush your toilet.
- ▶ Learn to manually operate your automatic garage doors.
- ▶ Make sure backup generators are installed by a qualified electrician and follow the manufacturer's safety instructions. Never place a portable generator indoors.
- ▶ Keep candles and portable heaters away from curtains or other flammable materials.
- ▶ Make a trip to the bank for cash and to the gas station to fill up.



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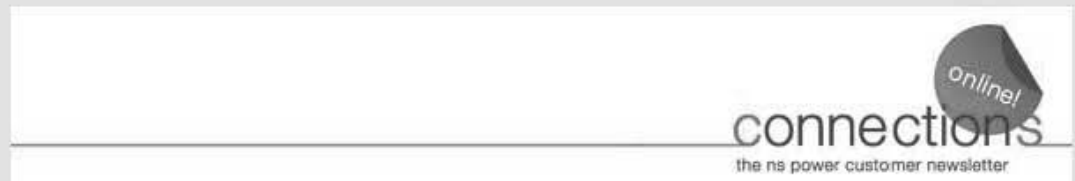
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How we restore power

What's the service equipment on the side of your house? | [How we restore power](#)



When the power goes out, all our efforts are focused on restoring your power safely and as quickly as possible. During large disruptions, we work to restore power in phases, making sure places like hospitals are up and running before we work in other areas.

- Phase 1**  **Restoration of critical infrastructure – places like hospitals and emergency services locations.**
- Phase 2**  **Restoration of community infrastructure – places like schools, community centres and other important locations.**
- Phase 3**  **Restoration of more populated areas.**
- Phase 4**  **Restoration of any individual services.**

To report a power outage or listen to up-to-date restoration information, please call our Power Outage Information phone line at 1-877-428-6004 (toll free). This line is open 24-hours a day. Also check out our outage information map or mobile site at nspower.ca/m.

Are you prepared? Make sure your emergency kit is updated year round. Visit <http://emo.gov.ns.ca/content/prepare-kit> to ensure you are power outage ready.

connections

LOOKING TO CALCULATE YOUR HOME ENERGY COSTS? Visit nspower.ca/energycalculator to use our interactive tool.

Working Safe Around Power Lines

How long is six metres? A full size pickup truck is about six metres long. So are five standard chainsaws stacked end to end. Six metres is also a safe distance to keep back from power lines. If you're planning on working near power lines, you need to call us two weeks in advance for a Safe Clearance Report. Contact us at 1-800-428-6230 (or 428-6230 in metro Halifax) for safety tips and details on clearance reports.

Here are a few safety tips to keep in mind when working near power lines:

- Identify potential hazards before you begin.
- Remember power lines are above and below the ground, so call before you dig.
- Be aware of overhead utility lines. You could cut off phone service and cause power poles and lines to fall over.
- Be aware of power lines at all times, especially when loading or unloading material on a truck or when cutting trees.
- Ensure the maximum height of your load is under the legal height limit.
- Power lines expand and sag with changes in temperature. You need to check each time you work near them.

Severe weather can also result in power outages. You can access estimated restoration time for your area at www.nspower.ca/en/home/residential/outageinformation

Are You Prepared?

In Nova Scotia, we enjoy beautiful scenery all year-around, but our weather is not so predictable. That's why it's very important to have a family emergency plan and kit.

The first step is having a plan and discussing it with loved ones. This will save time and help make emergency situations less stressful. Your plan should include emergency and family contacts, a designated meeting area and details on how to contact each other if you are separated before or during an

emergency. You will also need to include locations of fire extinguishers, gas valves, electrical box and your emergency kit.

The Canadian Red Cross recommends that you keep an emergency kit in your home with enough supplies to meet your family's needs for at least 72 hours. Check your kit at least twice a year and replace any outdated items. Food and water should be replaced once a year. For more information on preparing for emergencies, visit www.gov.ns.ca/emo or www.redcross.ca.

Your emergency kit should include:

- Bottled water
- Non-perishable food
- Manual can opener
- Radio (battery or crank)
- Flashlight, glow sticks
- Extra batteries
- First aid kit
- Cash in small bills, coins
- Spare house and car keys
- Extra copies of your emergency plan
- Blanket or sleeping bag
- Key documents (ID, insurance, etc.)
- Prescription medication
- Spare clothes, footwear
- Personal toiletries
- Whistle
- Garbage bags
- Duct tape
- Plastic sheet/ tarpaulin
- Light rope
- Basic tools (wrench, pliers, etc.)
- Small shovel or spade
- Fire extinguisher (ABC types)
- Paper and pens or pencils
- Dust masks
- Board game or cards
- Map of local area
- Pet supplies if required
- Specialized needs (infants; seniors, etc.)





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Message from A.P. Reid

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plan for an emergency

get a kit ready

purchase a ready-made kit



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1 **Request IR-16:**

2

3 **Please provide the current guidelines for the Good Neighbour program?**

4

5 Response IR-16:

6

7 The guidelines are developed annually by The Salvation Army who administers the fund. Please
8 refer to Attachment 1 for a copy of The Salvation Army's 2012 Good Neighbour Energy Fund
9 information and application form.



Giving Hope Today

2012 GOOD NEIGHBOUR ENERGY FUND (GNEF)

January to April 2012



Good Neighbour
Energy Fund

PLEASE KEEP A COPY OF THIS LETTER FOR YOUR REFERENCE

APPLICATIONS AVAILABLE JANUARY TO APRIL:

www.salvationarmy.ca/maritime/gnef/ or All MLA's offices, Salvation Army churches and Thrift Stores

TELEPHONE LINE AVAILABLE JANUARY TO APRIL:

1-902-422-3435

SEND COMPLETED APPLICATION & ALL SUPPORTING DOCUMENTS TO:

2038/2044 Gottingen Street, Halifax, NS, B3K 3A9 / Email: GNEF@sahalifax.ca / Fax: 1-902-444-8914

WHAT IS THE GOOD NEIGHBOUR ENERGY FUND (GNEF) PROGRAM?

- ✓ From January to April, it assists *low income Nova Scotian families in an emergency heating situation*.
- ✓ Provides heating fuel in situations *where there is no source of heat and no resources available to obtain heat*.
 - Assists with the *primary heating source* (furnace oil, wood, natural gas, propane, electric heat, coal or wood pellets).
- ✓ Funding is made available through Nova Scotia Power Incorporated, its employees and customers as well as the Department of Service Nova Scotia and Municipal Relations.

TO BE CONSIDERED FOR ASSISTANCE:

- ☞ Each household may receive assistance from this program *once in a 24 month period*.
- ☞ The heating account must be in the *name of an adult member living in the household*.
- ☞ Application must be complete. The applicant is responsible to ensure *all information is provided with supporting documents at the time of submission*. Incomplete applications will be returned immediately via Canada Post.

HOW TO APPLY FOR ASSISTANCE:

1. The *adult family member whose name the heating account is in completes the application and submits it with the required supporting documents*.
 - *Every person in the household must be identified on the application by name, date of birth and Health Card number*.
2. *A recent income document must be provided for every member of the household over 18 years of age* or proof of enrollment in an educational program.
 - The income document(s) must show the name and address of the household member **and** not be more than 2 months old.
 - Social assistance income documents must show the total amount received, before deductions.
 - Acceptable income documents include Employment, EI or Social Assistance stubs; bank statements showing previous six weeks of activity; 2011 Income Tax Assessments.
3. A copy of the *most recent home heating receipt or bill* (oil/wood/electric/etc.) showing the *applicant's name and address is required*.

WHAT HAPPENS AFTER YOU APPLY?

- ☞ *Allow 5 business days* (Monday to Friday) for your application to be reviewed.
- ☞ You will be *contacted by phone* after your application has been reviewed and a decision made.
 - *If approved, one of our participating suppliers will be notified to make one delivery of fuel as soon as possible; they are not permitted to wait until your oil tank is empty*. If you receive regular delivery from a specific supplier, it is your responsibility to notify them you have applied for assistance and may receive a delivery from another supplier.
 - Applicants with electric heat will have a payment made directly to their electric account.

WHAT DOES GNEF NOT DO?

- ✗ Offer a rebate. It is not intended, nor able, to assist everyone who applies.
- ✗ Reimburse applicants for their heating costs.
- ✗ Pay electric bills if your heat is included in your rent or if the account is in the name of someone not living in the home.
- ✗ Pay for the cost of delivery or if the account is the name of someone living outside the home.
- ✗ Assistance for electric bills if the source of home heating is oil/wood/etc.
- ✗ Pay outstanding/past due balances or on closed accounts.



Giving Hope Today

2012 GOOD NEIGHBOUR ENERGY FUND (GNEF)

January to April 2012



Good Neighbour
Energy Fund

APPLICANT INFORMATION

NAME: _____	HOME PHONE: _____
DELIVERY & MAILING ADDRESS: _____	CELL PHONE: _____
CITY/TOWN & POSTAL CODE: _____	WORK PHONE: _____

- ⇒ Are you responsible to pay for your heat? YES NO
 ⇒ Has anyone in your household received assistance from the *Good Neighbour Energy Fund* program? YES NO

HOUSEHOLD MEMBERS & INCOME INFORMATION

TOTAL NUMBER OF HOUSEHOLD MEMBERS: _____ PLEASE INDICATE IF YOU RENT OR OWN: _____

INCLUDING APPLICANT, LIST FIRST & LAST NAMES OF ALL HOUSEHOLD MEMBERS	BIRTH DATES (Month/Day/Year)	HEALTH CARD NUMBERS
NAME OF PERSON RECEIVING INCOME	MONTHLY INCOME(S)	SOURCES OF INCOME (Employment, EI, Social Asst, CPP, OAS, CTB, UCCB, etc.)

HOME ENERGY INFORMATION

Call 1-800-428-6230 if you are interested in receiving information on reducing your heating costs.

PRIMARY SOURCE OF HEAT: ELECTRIC ~ FURNACE OIL ~ STOVE OIL ~ KEROSENE ~ WOOD ~ PROPANE ~ NATURAL GAS
 SUPPLIER'S NAME & PHONE: (Include Account #) _____ OIL TANK: Inside or Outside

APPLICANT STATEMENT

I certify that the information I have provided above is an accurate and complete disclosure of the requested information. I authorize the verification of the above information; contact with my utility/fuel supplier and/or my landlord for verification or additional information. I understand that filling out this application does not guarantee that my household will receive assistance.

APPLICANT SIGNATURE: _____ DATE: _____
 WITNESS SIGNATURE: _____ PHONE: _____ RELATIONSHIP TO APPLICANT: _____
 (Must be different than applicant) (Friend, Clergy, MLA, etc.)

OFFICE USE ONLY

Date & Application Status:	Approved or Not Approved by:	Amount of Assistance Approved: \$
Notes:		CMS HOUSEHOLD ID #:

William & Catherine Booth
Founders

Linda Bond
General

Brian Peddle
Territorial Commander

Douglas Hefford
Divisional Commander

NON-CONFIDENTIAL

1 **Request IR-17:**

2

3 **Have the guidelines of the Good Neighbour program administered by the Salvation Army**
4 **changed since 2006? (Please see 2006 rate hearing Affordable Energy Coalition IR-16)**
5 **Please itemize any changes.**

6

7 Response IR-17:

8

9 The Salvation Army adjusts the guidelines annually in consultation with its donors. The
10 Salvation Army owns all documentation and is responsible for setting program guidelines. In
11 2010, NS Power removed all restrictions on the distribution of funds and asked that the only
12 criteria applicable to NS Power accounts was the customer requesting assistance must have an
13 account in their name.

NON-CONFIDENTIAL

1 **Request IR-18:**

2

3 **Indicate all the identity of all sources and the dollar amounts of each source, for the Good**
4 **Neighbour fund on an annual basis, for the program from 2007- 2012 (YTD)**

5

6 Response IR-18:

7

8 NS Power does not have the data relating to all sources of funding for the Good Neighbour
9 Energy Program as the funding comes to The Salvation Army through various sources. Please
10 refer to AEC IR-30 for available information from the Salvation Army.

NON-CONFIDENTIAL

1 **Request IR-19:**

2

3 **Provide the total number of applications for assistance received by the Good Neighbour**
4 **Program as well as the total number of customers who have received energy assistance**
5 **from this program, on an annual basis, from 2007- 2012 (YTD)?**

6

7 Response IR-19:

8

9 Please refer to AEC IR-30 for all information available to NS Power on the program.

NON-CONFIDENTIAL

1 **Request IR-20:**

2

3 **Provide a summary and written copies of any communications between NSPI and the Nova**
4 **Scotia government from 2007-present concerning any form of energy assistance for low**
5 **income consumers.**

6

7 Response IR-20:

8

9 NS Power has had conversations with government respecting matters such as NS Power's
10 approach to negotiating payment terms with customers and winter disconnections. Government
11 and social agencies also may contact key customer service representatives within NS Power on a
12 case by case basis to address the specific needs of a low income client.

13

14 As a result of a commitment made by NS Power's President and CEO, Rob Bennett and
15 Consumer Advocate John Merrick at the 2012 General Rate Application Hearing,¹ NS Power
16 and representatives of government and social agencies came together to form the Low Income
17 Advocacy Committee. The first meeting of this committee took place July 10, 2012.
18 Discussions focused on existing challenges and prioritizing areas of focus. The committee will
19 reconvene in September.

¹ NSPI 2012 General Rate Application, Hearing Transcript, NSUARB-NSPI-P-892, September 21, 2011, page 99, lines 4-15.

NON-CONFIDENTIAL

1 **Request IR-21:**

2

3 **Provide any and all reports requested or received, or any and all research done by NSPI on**
4 **the energy poverty, the disproportionate impact of energy costs on low income residential**
5 **consumers, those consumers' energy needs, ability to pay and energy assistance programs**
6 **for low income customers.**

7

8 Response IR-21:

9

10 NS Power has not requested, received or conducted such research.

NON-CONFIDENTIAL

1 **Request IR-22:**

2

3 **Please provide any reports/studies or memoranda which NSPI has prepared or obtained**
4 **which examine the options for low income customers including universal service programs**
5 **or rate assistance programs, similar to those previously put forward by the Affordable**
6 **Energy Coalition.**

7

8 Response IR-22:

9

10 NS Power has not prepared or obtained such reports/studies or memoranda.

NON-CONFIDENTIAL

1 **Request IR-23:**

2

3 **Provide any reports/studies or memoranda which NSPI has prepared or obtained which**
4 **examine the effect(s) on low-income people of charging electric rates which they cannot**
5 **afford.**

6

7 Response IR-23:

8

9 NS Power has not prepared or obtained such reports/studies or memoranda.

NON-CONFIDENTIAL

1 **Request IR-24:**

2

3 **Provide any reports/studies or memoranda which NSPI has prepared or obtained which**
4 **examine the impact of low income regulations such as those currently in force in Ontario.**

5

6 Response IR-24:

7

8 NS Power has not prepared or obtained such reports/studies or memoranda.

NON-CONFIDENTIAL

1 **Request IR-25:**

2

3 **Provide the details of any low income energy assistance programs provided by Emera or its**
4 **subsidiaries including but not limited to Bangor Power?**

5

6 **a) Provide the annual average cost to all classes of consumers, including the residential**
7 **class, by dollar amount, and as a percentage of their total bill, of the low income energy**
8 **assistance program.**

9

10 Response IR-25:

11

12 NS Power does not have information respecting the low income energy assistance programs or
13 bills of customers of other utilities. Rates information for Emera-owned utilities is available on
14 their websites.

NON-CONFIDENTIAL

1 **Request IR-26:**

2

3 **Provide any reports/studies or memoranda which Emera has access to which examine the**
4 **implementation of low income energy assistance programs in other jurisdictions?**

5

6 Response IR-26:

7

8 NS Power does not have such reports/studies or memoranda.

NON-CONFIDENTIAL

1 **Request IR-27:**

2
3 **Provide total amount of arrears owed by the residential class as well as the average arrears**
4 **which residential customers actively owe NSPI, including the percentage of this debt which**
5 **is considered uncollectable.**

6
7 Response IR-27:

8
9 Please refer to the figure below. All data presented is as of May 31, 2012.

10

Days Accounts Outstanding – Residential Receivables			
Days Balance Owing	Balance (\$)	Factor	Allowance for Doubtful Accounts (\$)
Current Accounts	43,368,427	0.64%	277,815
Accounts in Arrears			
31-60	20,196,706	2.00%	402,955
61-90	14,288,446	3.83%	547,696
91-120	5,546,280	7.65%	424,115
120+	6,346,552	21.41%	1,359,007
Total Accounts in Arrears	46,377,983		2,733,773
Total All Accounts	89,746,410		3,011,588
Total Residential Accounts	447,067		
Average Arrears per Account	\$104		

11

NON-CONFIDENTIAL

1 **Request IR-28:**

2

3 **Please provide the total revenue received by NSPI in 2011 and 2012 in relation to the**
4 **miscellaneous charges for disconnections, including all expenses relating to notices, service,**
5 **disconnection and connection. Please provide all calculations supporting any estimations.**

6

7 Response IR-28:

8

9 NS Power does not charge for disconnections, nor have specific costs been calculated in relation
10 to that activity. NS Power charges \$25.00 for reconnections. This fee was developed as one of
11 the regulated amounts that NS Power charges and is applied in accordance with Nova Scotia
12 Power Inc. Tariffs, Regulations and Procedures¹, Section 7.1 Schedule of Charges, paragraph (a).
13 NS Power collected approximately \$22,250 in 2011 and \$1,900 as of May 31, 2012 for these
14 reconnections.

¹ NSPI Tariffs, Regulations and Procedures, January 1, 2012, Section 7.1 (a), page 59.

NON-CONFIDENTIAL

1 **Request IR-29:**

2
3 **In relation to Regulation 6.6, please provide the following:**

4
5 **a. The number of residential customers from whom NSPI requested deposits in 2011 and**
6 **2012;**

7
8 **b. The number of residential customers who received a refund on their deposit as a result**
9 **of the Company deeming the “deposit as no longer required” (and not as a result of a**
10 **cessation in service);**

11
12 **c. The number of customers who received an exemption from having to pay a deposit,**
13 **based on their source of income.**

14
15 Response IR-29:

16
17 (a-b) Please refer to the figure below.

18

	(a)	(b)
Year	Deposits Required	Deposits Refunded (no longer required)
2011	18,866	4,174
2012*	6,490	1,203

19 *May 31, 2012 YTD

20
21 (c) Please refer to AEC IR-11. NS Power does not track this information.

NON-CONFIDENTIAL

1 **Request IR-30:**

2
3 **Please provide all information, reports, memorandum, or correspondence held by NSPI**
4 **concerning:**

5
6 **a. low income energy assistance programs to help residential consumers with their lighting**
7 **and/or heating costs, offered by government or charities in Nova Scotia;**

8
9 **b. energy efficiency offered by government or charities in NS for the same purpose.**

10
11 **Response IR-30:**

12
13 Please refer to Attachment 1 for Good Neighbour Energy Program reports and Attachment 2 for
14 correspondence between NS Power and The Salvation Army.

15
16 (a) NS Power's customer care centre advises customers that government and charities in
17 Nova Scotia offer low income programs. Customers are directed to contact charitable
18 organizations directly to obtain up-to-date information about programs and eligibility
19 criteria. The customer care centre interacts with charities in Nova Scotia by phone on a
20 daily basis regarding individual customer accounts.

21
22 (b) NS Power transferred the responsibility for Demand Side Management (DSM) program
23 administration to Efficiency Nova Scotia Corporation (ENSC) on October 1, 2010. NS
24 Power is part of the DSM Advisory Group (formally known as Program Development
25 Working Group) which provides directional advice and stakeholder perspectives on DSM
26 issues including the low income sector.

27
28 NS Power's customer care centre advises customers to contact ENSC directly to obtain
29 up-to-date information about programs and eligibility criteria.

NON-CONFIDENTIAL

1

2

Information can also be found on NS Power's web site under:

3

<http://www.nspower.ca/en/home/energysavings/programs.aspx>.



Giving Hope Today

GOOD NEIGHBOUR ENERGY FUND (GNEF) FINAL REPORT - 2009

The winter of 2008/09 represents the **twelfth anniversary** for the GNEF program, a heat assistance program funded this year by NSP, the Province of Nova Scotia and individual donors. This was the largest funding year and, subsequently, the largest number of clients assisted.

We began the year with 1.19 Million dollars of funding; the majority (80%) or \$800,000, being provided by the NS Government with the balance being a continuation of the funding by our parent partner, Nova Scotia Power, along with a few individuals donations. This allowed us to significantly assist 1413 households with their primary heat source.

Prior to the beginning of the year, The Salvation Army reviewed the criteria. **Three significant changes were made:**

- 1) Income levels were adjusted. The annual income for a single person was raised from \$13,000 to \$15,000. Every other category increased by \$1000.
- 2) The dollar value of the support given was increased to a maximum of \$450.
(prior year began at \$250 and was increased to \$350 when the Government became a partner)
- 3) The number of years between when someone could apply to this fund was decreased.

The Dept of Community Services (DCS) provided an immense amount of statistical data, staff experience and guidance to assist with determination of the income levels, the number of potential applicants we could expect, and how to interact with their dept. In addition, they were very helpful in educating us on the programs that DCS has available to assist their clients with heat.

Every effort was made to ensure applications were readily accessible to those who would need these. Applications were available at every Salvation Army location throughout the Province, along with each MLA's office.

An important note here is when the assistance level was set, crude oil prices were at \$160 a barrel. When the actual program began, crude oil was at ½ that level. Therefore, the support supplied went much further than any previous year.

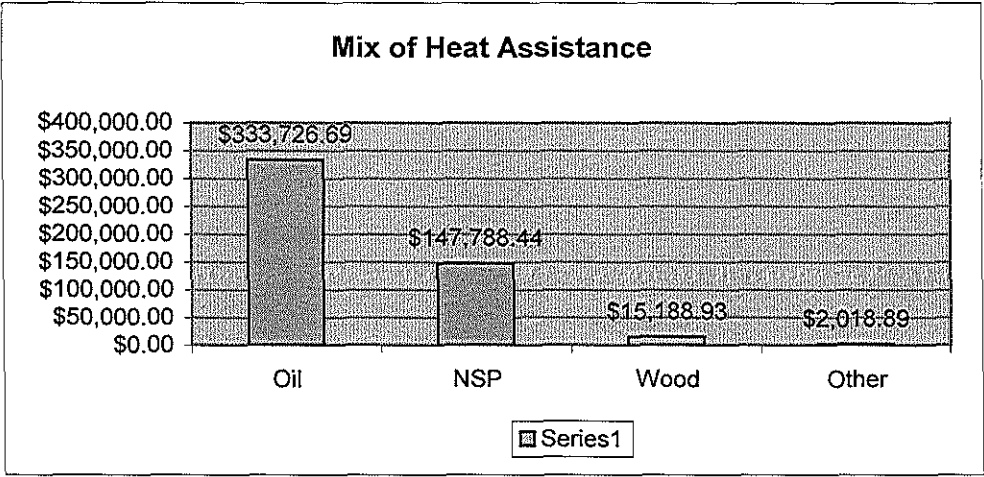
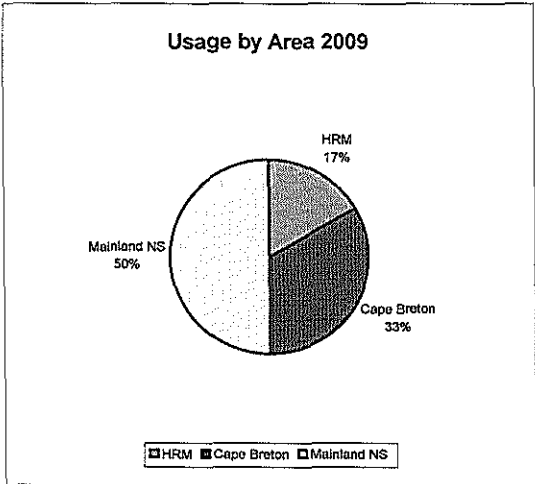
In total **1413 clients** were assisted with heating costs, for a total expenditure of \$563,361. The average client's assistance was actually \$399. This was due often to the fact Nova Scotia Power restricts assistance to the amount that is "Current" on their power bill. NSP has the final sign off on all NSP clients.

There were **282 applications declined**. For 155 of these, their income level was too high; for 119 of these, they received help through this program sometime over the past 3 years; for 5 applicants, their heat is included with their rent and for 3 applicants, they were requesting this fund pay their power bill.

While there are significant dollar remaining in this fund, total funds spent almost doubled the previous 3 consecutive years and the program embraced hundreds of more households than any preceding year.

GNEF Data for 2009 year end

	Zone	Totals YTD	Zone %	Heat Type	Dollar Value	Clients	%	Average Help
HRM	1	296	24%	Oil	\$333,726.69	749	61%	\$446
Cape Breton	2	220	18%	NSP	\$147,788.44	436	36%	\$339
Mainland NS	3	712	58%	Wood	\$15,188.93	36	3%	\$422
	Clients	1228		Other	\$2,018.89	7	1%	\$288
					\$498,722.95	1228		\$406



Income

Balance from 2008	\$128,360
Province	\$800,000
NS Power & misc	\$191,114
Subtotal	\$1,119,474
Gross Dollars used	\$498,723
Balance Remaining	\$620,751

Applications Declined

Income was too High	155
Less the 3 yr since assisted	119
Heat included in rent	5
Wanted power Bill paid	3
Other	2
Total Declined	284

2010 GNEF- FINAL REPORT

	HRM (Zone 1)	CB (Zone 2)	OTHER (Zone 3)	TOTAL APPROVED APPLICANTS	TOTAL PAID	%	
YTD APPROVED	337	1374	522	2233	\$863,745.41	100%	
YTD PERCENT	15%	62%	23%				
APPLICATIONS PROCESSED	HRM	CB	OTHER	TOTAL APPROVED APPLICANTS	%	AVERAGE	ACTUAL
JANUARY	92	511	159	762	34%	\$294,748.77	\$295,144.15
FEBRUARY	88	492	155	735	33%	\$284,304.92	\$282,773.00
MARCH	93	304	126	523	23%	\$202,301.32	\$202,838.48
APRIL	64	67	82	213	10%	\$82,390.40	\$82,989.78
TOTAL	337	1374	522	2233	100%	\$863,745.41	\$863,745.41
TYPES OF FUEL SUPPLIED	HRM	CB	OTHER	TOTAL APPROVED APPLICANTS	TOTAL PAID	AVERAGE	
COAL	0	6	0	6	\$2,400.00	\$400.00	
ELECTRIC	136	152	182	470	\$186,984.99	\$397.84	
FURNACE OIL	194	1195	315	1704	\$653,281.24	\$383.38	
KEROSENE	1	1	1	3	\$1,123.13	\$374.38	
NATURAL GAS	1	0	0	1	\$400.00	\$400.00	
PROPANE	1	0	0	1	\$394.52	\$394.52	
STOVE OIL	0	0	1	1	\$399.98	\$399.98	
WOOD	4	18	23	45	\$17,896.15	\$397.69	
WOOD PELLETS	0	2	0	2	\$795.48	\$397.74	
TOTAL	337	1374	522	2233	\$863,675.49	\$386.78	
SELF IDENTIFIED HOMEOWNERS	HRM	CB	OTHER	TOTAL SELF-IDENTIFIED HOMEOWNERS	%		
JANUARY	30	262	55	347	36%		
FEBRUARY	26	237	54	317	33%		
MARCH	21	139	47	207	22%		
APRIL	23	36	26	85	9%		
TOTAL	100	674	182	956	100%		
APPLICANTS NOT APPROVED	HRM	CB	OTHER	TOTAL NOT APPROVED APPLICANTS	%		
INCOME TOO HIGH	20	61	18	99	51%		
APPLIED BEFORE ELIGIBLE	14	24	23	61	31%		
NSP INELIGIBLE (Acct Closed/ Credit/ Another Name)	5	3	5	13	7%		
HEAT INCLUDED IN RENT	7	1	2	10	5%		
APPLIED AFTER DEADLINE	2	1	2	5	3%		
OTHER (Missing Documentation/ Not Source of Heat)	2	1	3	6	3%		
TOTAL	50	91	53	194	100%		



Giving Hope Today

2011 FINAL REPORT- GOOD NEIGHBOUR ENERGY FUND (GNEF)

The Good Neighbour Energy Fund (GNEF) program completed its 14th year in May 2011. GNEF is intended to provide emergency heating to low-income Nova Scotians. It was created and funded from its inception by Nova Scotia Power Incorporated (NSPI) and its employees. The program received its first contribution from the Nova Scotia government in September 2008 with additional funding in 2009 and 2010.

Prior to the 2011 program start, GNEF eligibility criteria were reviewed by and in consultation with representatives from The Salvation Army, NSPI and the Department of Community Services. The following decisions were made:

⇒ **Income caps would remain the same.**

Reasoning: In 2010, all income levels were raised and there was a 58% increase in the number of families assisted from the previous year (2009= 1413 families, 2010= 2233 families). Aside from long-term commitment from NSPI and the generous \$1.6 million contribution from the Nova Scotia government over the past three years, there are no other partners funding the GNEF program. Understandably, NSPI does not guarantee a minimal amount of yearly funding as it is based on employee and corporate donations. The Nova Scotia Government determines its level of participation, if any, on a yearly basis. Taking into consideration these factors, there was concern over how much funding would be available and how long it would last for 2011 if we were to increase the levels again.

⇒ **The number of months between assistance eligibility remained at 24 months.**

Reasoning: See above.

⇒ **The dollar value of support was lowered to a maximum of \$350 per household.**

Reasoning: A greater number of families could benefit from the available funding by lowering the dollar amount of assistance. In addition, deliveries for \$400-\$450 worth of oil/natural gas/propane were not always possible in previous years as several home tanks were filled before reaching the maximum dollar value. As a result, approved applicants expected multiple deliveries, asserting they were entitled to receive the remaining dollar value. This added to the responsibilities of GNEF staff, including reconciling multiple invoices with applications, increasing the number of invoices to be paid and communications with fuel suppliers. Moreover, most oil companies require a minimum delivery amount and either refused or were reluctant to deliver lesser amounts.

The funds available for 2011 were \$868,000* and slightly more than \$627,000* was used to provide emergency heating assistance to 1808 Nova Scotians. The fund consisted of monies remaining from 2010, the GST rebate for charitable organizations and the contributions from NSPI and the Nova Scotia government. Presently, there is \$240,000* in reserve for the 2012 GNEF program.

Once more, the principal challenge this year was the volume of work associated with the high level of funding available. As the program continues to employ the same number of "hands-on" staff as in earlier years when there was a \$100,000* budget, the two GNEF employees rely on the availability of volunteers to share the workload. A review of staffing levels is recommended prior to 2012 GNEF. There is concern that without the appropriate resources, the time Nova Scotian families will have to wait to receive emergency heating assistance will significantly increase.

The spreadsheet attached to this written report outlines the total dollar value of assistance provided, data on the areas served, applications processed, types of fuels supplied, self identified homeowners and applicants not approved.

*Indicates approximate dollars, not exact figures.

Respectfully Submitted,

Kristine Cameron

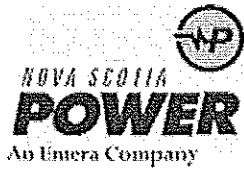
Kristine Cameron

Good Neighbour Energy Fund Administrator

July 2011

2011 GNEF- FINAL REPORT

	HRM (Zone 1)	CB (Zone 2)	OTHER (Zone 3)	TOTAL APPLICANTS	TOTAL PAID	%
YTD APPROVED	394	719	695	1808	#REF!	100%
YTD PERCENT	22%	40%	38%	100%		
APPLICATIONS PROCESSED	HRM	CB	OTHER	TOTAL APPLICANTS		%
JANUARY	97	297	172	566		31%
FEBRUARY	127	199	219	545		30%
MARCH	124	167	208	499		28%
APRIL	48	54	96	198		11%
TOTAL	396	717	695	1808		100%
TYPES OF FUEL SUPPLIED	HRM	CB	OTHER	TOTAL APPLICANTS	TOTAL PAID	AVERAGE COST
COAL	0	3	0	3	\$1,035.00	\$345.00
ELECTRIC	124	72	212	408	\$142,800.00	\$350.00
KEROSENE	0	0	0	0	\$0.00	\$0.00
NATURAL GAS	1	0	0	1	\$183.46	\$183.46
OIL	266	630	439	1335	\$461,800.96	\$345.92
PROPANE	0	2	2	4	\$1,349.22	\$337.31
STOVE OIL	0	0	0	0	\$0.00	\$0.00
WOOD	3	10	38	51	\$18,003.46	\$353.01
WOOD PELLETS	0	2	4	6	\$2,089.61	\$348.27
TOTAL	394	719	695	1808	\$627,261.71	\$346.94
SELF IDENTIFIED HOMEOWNERS	HRM	CB	OTHER	TOTAL SELF-IDENTIFIED HOMEOWNERS		%
JANUARY	33	149	69	251		30%
FEBRUARY	44	101	98	243		29%
MARCH	55	81	98	234		28%
APRIL	19	29	50	98		12%
TOTAL	151	360	315	826		100%
APPLICANTS NOT APPROVED	HRM	CB	OTHER	TOTAL APPLICANTS		%
INCOME TOO HIGH	24	28	28	80		28%
APPLIED BEFORE ELIGIBLE	28	95	25	148		52%
NSP INELIGIBLE (Acct Closed/ Credit/ Another Name)	1	3	10	14		5%
HEAT INCLUDED IN RENT	2	0	0	2		1%
APPLIED AFTER DEADLINE	1	3	0	4		1%
OTHER (Missing Documentation/ Not Source of Heat)	10	14	14	38		13%
TOTAL	66	143	77	286		100%



**GOOD NEIGHBOUR ENERGY ASSISTANCE PROGRAM
FINAL REPORT 2008**

Written By Program Coordinator, Laura Le Fort

Final Report – 2008

This year marks the 11th anniversary of the Good Neighbour Energy Program, a program created by Nova Scotia Power, and administered by The Salvation Army with the common goal to assist the community with the rising cost of home heating.

This has been a tremendously difficult winter for many Nova Scotians due to the high cost of oil, paired with the long and cold winter we were given. The Good Neighbour Energy Program provided relief to 1,026 families this winter due to the generosity and support of Nova Scotia Power. The customer donation was \$35,753.66, the employee donation was \$5,199.64, and the overwhelming corporate donation was \$155,199.64, bringing the total donation to \$196,152.94.

When the Good Neighbour Energy Program began in January 2008 our total donation was \$146,152.94, which would have allowed 584 families to be assisted with \$250 towards their home heating cost. Due to the overwhelming response to the need this winter, Nova Scotia Power donated another corporate donation of \$50,000.00, and the provincial government stepped in with a substantial donation also. This increase in funding allowed The Salvation Army to assist many more families, and to augment the amount of assistance that each family received from \$250 to \$350 towards heating costs.

Traditionally, the total donation is divided into seven zones across the province, with each zone receiving resources depending on the level of need in the area, and is as follows:

- Zone 1: Halifax/Sackville (15% funds)
- Zone 2: Dartmouth/Eastern Shore (20% funds)
- Zone 3: Truro/Amherst (10% funds)
- Zone 4: South Shore (10% funds)
- Zone 5: Annapolis Valley (15% funds)
- Zone 6: New Glasgow/Antigonish (10% funds)
- Zone 7: Cape Breton Island (20% funds)

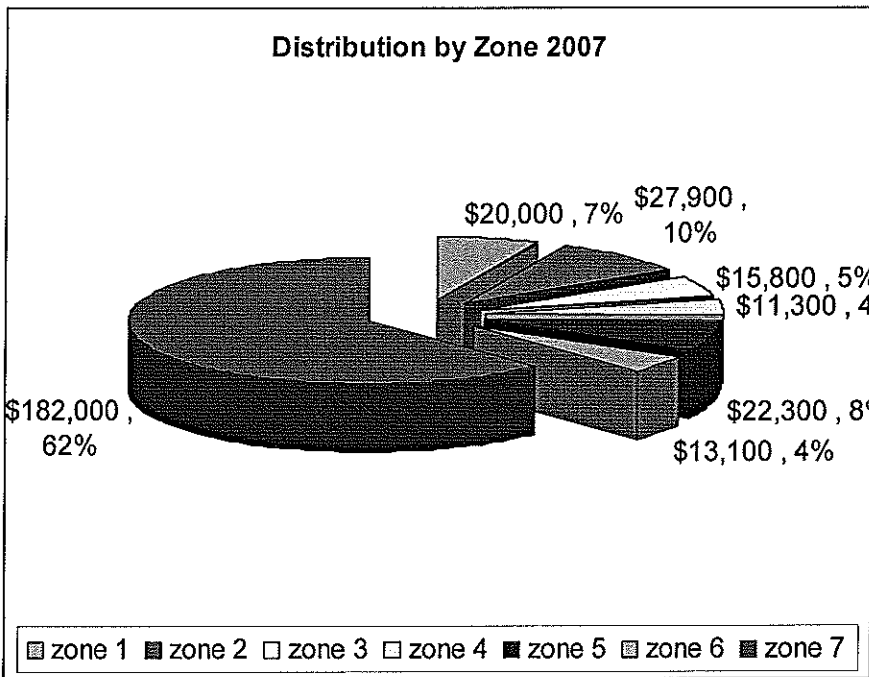
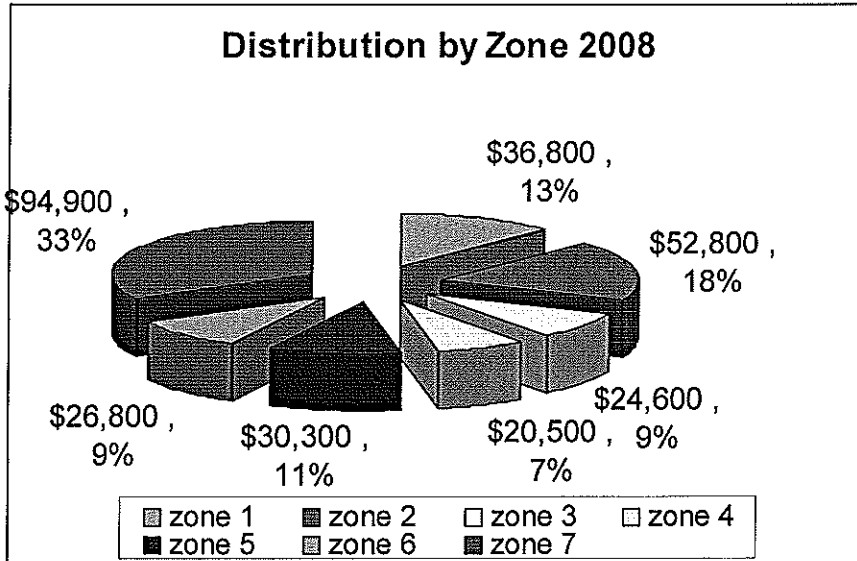
Each Zone was to receive the allotted funding, which was to be divided over the four month span. The large response to Good Neighbour Energy in the month of January revealed that funding could not be held over until the following month, as the need was immediate. The funding was allotted accordingly, and by the end of February, Zone 7 had maximized its funding.

Fortunately, additional funding was received and Good Neighbour Energy could sustain itself over the long winter, allowing The salvation Army to reach many more people in need.

→ Overall, 1026 families were assisted with the Good Neighbour Energy Program this winter.

- Zone 1: Halifax/Dartmouth - \$36,745.13 (12.8%)
- Zone 2: Dartmouth/Eastern Shore - \$52,793.55 (18.4%)
- Zone 3: Truro/Amherst - \$24,570.87 (8.8%)
- Zone 4: South Shore - \$20,518.65 (7.2%)
- Zone 5: Annapolis Valley - \$30,335.47 (10.6%)
- Zone 6: Antigonish/New Glasgow - \$26,780.01 (9.3%)
- Zone 7: Cape Breton - \$94,847.77 (33%)

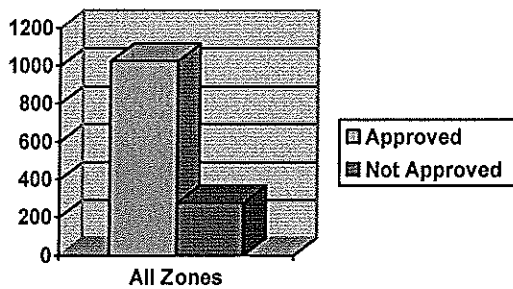
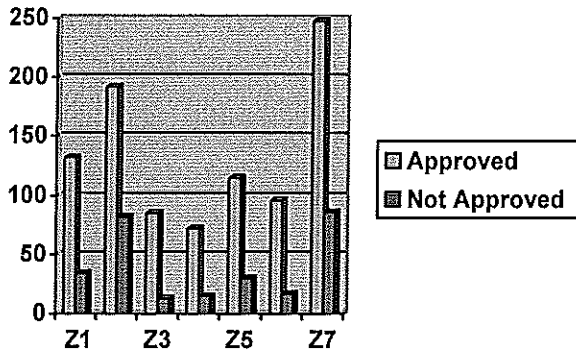
Total Spent: \$286,591.45



In 2008, 1303 applications for the Good Neighbour Energy fund were processed:

- 1026 applicants were **assisted**
- 277 applicants were **not assisted**; due to the following reasons:
 - 53 assisted 2007
 - 33 assisted 2006
 - 23 assisted 2005
 - 53 assisted 2004
 - 52 heat included in rent
 - 63 income did not meet financial guidelines

The following graphs show the numbers of applications approved and not approved, by zone, and in total.



Client assisted according to energy source:

- 755 assisted with oil
- 249 assisted with electric heat
- 17 assisted with wood
- 3 assisted with kerosene
- 1 assisted with propane
- 1 assisted with coal

The Future of the Good Neighbour Assistance Program

This has been a very exciting winter for the Good Neighbour Energy Fund in many ways. The need for home heating assistance within Nova Scotia has hit an all-time peak, and the resources available for assistance are most times very limited. 2008 has brought some different players to the table who are interested in offering some ideas, some funding, and much needed hope. The Provincial Government has been very generous this year, offering an additional \$200,000.00 to this cause.

The 1,026 families we were able to assist this year are a reminder that there is a large and reoccurring need within the community for help heating their homes. As oil prices rise and winters grow longer and colder, it becomes increasingly difficult to keep your home warm, especially when budgeting on a fixed income, or when working a minimum wage job.

Beginning in January 2009, changes to the administration of The Good Neighbour Energy Fund may be necessary. For families classified as the "working poor," receiving assistance from this program became increasingly difficult. These families fall outside the income requirements that are in place for the program, and were often times not in need of oil, but were in desperate need of payment on their oil bills.

In order to assist these families, who are in serious need, we must be willing to change the criteria. For example, if the income requirements were somewhat higher- to allow for two working parents, and assistance could be given more than once in five years; this program could have assisted 225 more families in need this winter.

This has been a year of many struggles, as well as many accomplishments, but most importantly has been a learning experience that will hopefully shape the future of this program to more adequately fit the needs of our community.

This program has been made possible by Nova Scotia Power Inc, and our most heartfelt thank-you goes to you. This program is essential in providing assistance to financially disadvantaged families, seniors, and many others. It gives hope when there is little, and provides support in the worst of times. It shows Nova Scotians that there are corporations and organizations who care, and who are willing to take action to create change.

Thank-you, and sincerely,

Laura Le Fort
GNEF Program Coordinator
Salvation Army Community and Family Services
422-3435



Invoice

DRAFT

Community & Family Services

2038 Gottingen Street
Halifax, NS B3K 3A9
Phone: (902) 422-5198
Fax: (902) 492-0319

June 30, 2008

Bill To:
Nova Scotia Power

Attention: Janice Bishop

To bill for 2008 Good Neighbour Energy Fund Expenses

Wages, [REDACTED] January 1st through April 30th	9187.50
Wages, [REDACTED], part-time support	2142.05
CPP	328.55
EI	373.88
Workers Compensation	237.90
Benefits	303.19
Telephone	636.12
Long Distance	137.61
Stationery	200.00
Postage	468.00
Total:	14014.80



PO Box 910 • Halifax, Nova Scotia • Canada • B3J 2W5

December 21, 2011

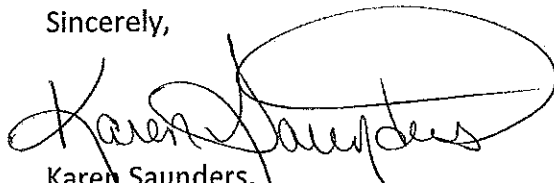
Ms. Rhonda Harrington
The Salvation Army
282-7071 Bayers Rd
Halifax, NS B3L 2C2

Dear Ms. Harrington:

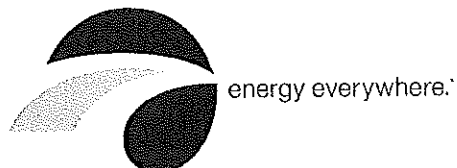
Please find enclosed our cheque in the amount of \$100,000 representing Nova Scotia Power's donation to the 2011-12 Good Neighbour Energy Fund.

If you have any questions or concerns, please don't hesitate to contact me.

Sincerely,



Karen Saunders,
Community Relations Manager



DATE 1 3 1 2 2

VENDOR NAME THE SALVATION ARMY

VENDOR NO: 0841924

INVOICE NO.	INVOICE DATE	DESCRIPTION	DISCOUNT AMOUNT	NET AMOUNT
10000000DEC11	28-NOV-11	RFC:***2011080020 GOOD	0.00	100,000.00
PLEASE DETACH AND RETAIN THIS STATEMENT			0.00	100,000.00

Thank You



Bank of Nova Scotia
Main Branch
Halifax, N.S.

CHECK NO. 613871
613871

PAY One Hundred Thousand Dollars And 00 Cents

DATE D D M M Y Y Y Y
1 3 1 2 2 0 1 1

\$***100,000.00

TO THE ORDER OF

THE SALVATION ARMY
2038 GOTTINGEN ST
HALIFAX, NS B3K 3A9

Christopher Heedkison
Nancy Towner



Giving Hope Today

The Salvation Army Good Neighbour Energy Fund

GNEF Administrator
2038/2044 Gottingen Street
Halifax NS B3K 3A9
GNEF@sahalifax.ca
Tel: 902-422-3435
Fax: 902-444-8914

January 2011

Dear Applicant:

The **Good Neighbour Energy Fund (GNEF)** helps Nova Scotians facing an **emergency heating situation during the months of January to April only**. It is dependent on funding from external partners and administered by The Salvation Army.

The GNEF is not a rebate program. It is intended to assist families in extreme emergency, especially those with no other resources available. GNEF assists with the primary heating source for a family unit. The fuel source could include furnace oil, wood, natural gas, propane, electric heat, coal or wood pellets. Anyone seeking assistance must complete the application and submit with the required supporting documents.

Applicants are not eligible to receive assistance if:

- ⇒ Your heat is included in rent.
- ⇒ The home heating account is not in applicant's name (e.g.: NSP account in landlord's name).
- ⇒ You are seeking assistance for an electric bill, but your source of home heating is oil/wood/etc.
- ⇒ You are applying for help with outstanding/past due balances or a closed account.

You may apply for assistance from this program once in a 24 month period. To apply, please fill out the GNEF application form. **Incomplete applications will not be processed. It is the applicant's responsibility to ensure their application is complete at the time of submission.**

Required with every application form:

1. A copy of the **most recent home heating receipt or bill** (oil/wood/NSP/etc.) that shows applicant's name and address. If applicable, include a copy of a "**disconnection notice**" or a "**refusal to supply**" from your home heating supplier.
2. **Copy of most recent income document (within past 2 months) or the 2010 Income Tax Assessment for each member of the household.** The income documents (e.g.: employment, EI or Social Assistance stubs) should show the household member's name and address.

You will be contacted by phone once your application is reviewed. Submitting an application **does not guarantee assistance** from this program. **If your application is approved, the emergency fuel (oil/propane/etc.) will be delivered by one of our suppliers ASAP**, not when your tank is empty. If you receive regular delivery from a specific supplier, it is **your responsibility to notify** them that you may receive a delivery from another supplier. Applicants using electric heat will receive assistance by a direct payment to their account.

If you have any questions, please contact your local Salvation Army or the GNEF Administrator. Return the completed application, along with the required supporting documents, to your local Salvation Army or directly to the GNEF Administrator by mail, fax or email.

Contact information for the GNEF Administrator is noted on the top right corner of this page.

*******PLEASE KEEP A COPY OF THIS LETTER FOR YOUR REFERENCE.*******

William & Catherine Booth
Founders

Shaw Clifton
General

William Francis
Territorial Commander

Larry Martin
Divisional Commander



Invoice

Centre of Hope
2038 Gottingen Street
Halifax, NS B3K 3A9
Phone: (902) 422-1598
Fax: (902) 492-0319

December 13, 2010

Bill To:
Nova Scotia Power

Attention: Karen Saunders

Please remit cheque to The Salvation Army Centre of Hope

To bill for 2010 Good Neighbour Energy Fund Admin Expenses

Total **\$14,000.00**

This invoice replaces the invoice for \$42,377.85 dated Sept 15, 2010

(This represents agreement with NS Government to share the admin costs for GNEF)



Invoice

Centre of Hope
 2038 Gottingen Street
 Halifax, NS B3K 3A9
 Phone: (902) 422-1598
 Fax: (902) 492-0319

September 15, 2010

Bill To:
 Nova Scotia Power

Attention: Karen Saunders

Please remit cheque to The Salvation Army Centre of Hope
 2044 Gottingen St Halifax B3K 3A9
 To bill for 2010 Good Neighbour Energy Fund Expenses

Wages, [REDACTED], January 1st through May 15th	9639.00
Wages, [REDACTED]	7602.85
CPP	517.00
EI	313.00
Workers Compensation	276.00
Vacation Pay	1034.00
Telephone	497.00
Long Distance	250.00
Stationery	1114.00
Printing	1511.00
Postage	575.00
External Accounting Fees	14004.00
Subtotal:	37332.85
Administrative Assistant @ 10 hours per week	2615.00
Oversight by Assistant Executive Director (3.5 hrs/wk)	2430.00
Total:	42377.85



April 30, 2010

Good Neighbor Energy Fund
Nova Scotia Power
P.O. Box 910
Halifax, NS B3J 2W5

United Way
Halifax Region
46 Portland Street, 7th Floor
Dartmouth, NS B2Y 1H4

Dear Sir/Madam:

United Way of Halifax Region gives donors the opportunity to give to United Way's Community Fund or to designate **through** United Way to a specific charitable organization. Designations to your organization include \$1,204.57 in cash and \$3,962.40 in pledges for a total of \$5,166.97.

A cheque for the cash portion of designations to your organization is enclosed. Pledged amounts are sent to United Way from corporate payrolls throughout the year so United Way will issue cheques for pledged amounts on June 30, 2010 and December 31, 2010. If your pledges are approximately \$500.00 or less, you will receive this one time cheque only.

Emera/Nova Scotia Power is the exception to this rule since this company pays all pledged amounts in a one-time payment. If your organization is receiving designations from Emera/Nova Scotia Power donors, the designated amounts are included in an enclosed cheque.

In accordance with our donor choice policy, we deduct 4% from cash and pledge amounts to help cover United Way's fundraising and administrative costs. We also deduct an additional 4% on the pledged amount to allow for losses resulting from unfulfilled pledges. You may be interested to know that United Way has been conducting campaigns and distributing donations for the past 85 years!

Enclosed is a list of the donors designating to your organization. Privacy policies prevent us from providing mailing addresses for the donors. **Please do not issue tax receipts. Donors receive T4 statements issued by their employer which include the amount they have given to your organization.**

If you have any questions, please contact Debra Curran at 902-461-3072.

Sincerely,

Evelyn Barkhouse
Chief Operating Officer
United Way of Halifax Region

Tel: 902.422.1501
Fax: 902.423.6837

I believe in my community. I believe that its success depends on the people who live in it. That everyone has something to contribute. That everyone deserves respect. That everyone's potential can be realized. That diversity is vital. That every person has value. That everyone needs help and everyone can offer help. That a safe, supportive community is everyone's responsibility. I believe in possibility.



Information form

Old Name _____

Alternative Name _____

Agency Name _____

Contact Name _____

Address: _____

Phone Number: _____

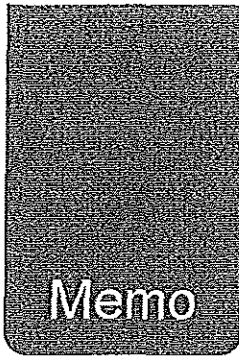
Fax Number: _____

e-mail: _____

Charitable Number: _____

Please fill out and Return to United Way of Halifax Region
46 Portland Street, 7th Floor
Dartmouth, NS B2Y 1H4
Or Fax: 902.423.6837

Communication, Involvement, Recognition,
Relationships Built on Mutual Trust and Respect



To:	Accounts Receivable
From:	Karen Saunders
Date:	May 14, 2010
RE:	Good Neighbour Energy Fund

Attached are two cheques in the following amounts:

1. \$5,118.79 from United Way of Halifax Region;
2. \$116.39 from United Way of Lunenburg County.

These cheques represent donations that have been received by United Way from the public that have been allocated for the Good Neighbour Energy Fund. Could you please deposit these funds and credit the following account number: 1-581-000-000-0000.

If you have any questions please give me a call at ext. 6974. Thank you.

Karen Saunders

THIS CHECK IS VOID WITHOUT A BLUE & RED BACKGROUND AND A TRUE WATERMARK. HOLD UP TO THE LIGHT TO VERIFY



United Way of Halifax Region
46 Portland Street, 7th Floor
Dartmouth, NS B2Y 1H4
Tel: (902) 422-1501
Fax: (902) 423-6837

Royal Bank of Canada
Main Branch
5161 George Street
Halifax, NS B3J 2L7

006491

DATE 2 0 1 0 0 4 2 2
Y Y Y Y M M D D

\$ 5,118.79

PAY ***** Five Thousand One Hundred Eighteen and 79/100 *****

TO THE ORDER OF Good Neighbor Energy Fund

per: [Signature]

per: [Signature]

Because we live here

CHECK IS PRINTED ON SECURITY PAPER WHICH INCLUDES A MICROPRINT BORDER & FLUORESCENT FIBERS

⑈006491⑈ ⑆00003⑈003⑆ 164⑈180⑈2⑈

UNITED WAY OF LUNenburg COUNTY
215 DOMINION ST., SUITE 102
BRIDGEWATER, NOVA SCOTIA B4V 2K7

345

DATE 2 0 1 0 0 2 1 5
Y Y Y Y M M D D

PAY TO THE ORDER OF Good Neighbour Energy Fund \$ 116.39
One hundred + sixteen 39/100 DOLLARS Security features included. Details on back.

STYLE NUMBER 117



LAHAVE RIVER CREDIT UNION LTD.
SERVING MEMBERS FOR 50 YEARS
29 NORTH STREET TEL: (902) 543-3921
BRIDGEWATER, N.S. B4V 2V7

[Signature: Shauna Corbett]

MEMO _____

⑈345⑈ ⑆72793⑈839⑆ 07647⑈105⑈



United Way of Lunenburg County

February 2010

Every year since 2003, The United Way of Lunenburg County has run a fall fundraising campaign and gives people the option of contributing to the United Way's local Community Fund or designating monies to a charity of their choice.

Please find enclosed a cheque representing monies designated to your organization for our 2009 campaign year. Please note that this money reflects a 10% administration fee being subtracted from the designation to underwrite the costs of fundraising incurred by the United Way of Lunenburg County.

If you have any questions or require additional information please do not hesitate to contact me at 902-530-3072 or via e-mail at office@lunenburgcounty.unitedway.ca

Please e-mail us your registered charity number for our records and provide us with any address updates if relevant.

Sincerely yours,

Michael Graves
Co-ordinator
The United Way of Lunenburg County



January 18, 2010

Mr. Robert Lundrigan
The Salvation Army
Community & Family Services
2038 Gottingen Street
Halifax, NS B3K 3A9

Dear Mr. Lundrigan:

Please find enclosed our cheque in the amount of \$141,476.53 in payment of the following:

1. \$100,000 representing Nova Scotia Power's donation for 2010 to the Good Neighbour Energy Fund;
2. \$41,476.53 representing contributions from Nova Scotia Power customers toward the Good Neighbour Energy Fund.

If you have any questions or concerns, please don't hesitate to contact me.

Sincerely,

Karen Saunders,
Project Manager, Reputation Strategy
Communications and Public Affairs

DATE 1 2 0 1 2

VENDOR NAME THE SALVATION ARMY

VENDOR NO: 0841924

INVOICE NO.	INVOICE DATE	DESCRIPTION	DISCOUNT AMOUNT	NET AMOUNT
10000000	07-JAN-10	RFC: *** 2010 DONATION	0.00	100,000.00
4147653	08-JAN-10	RFC: **** DONATIONS TO	0.00	41,476.53
PLEASE DETACH AND RETAIN THIS STATEMENT			<i>Thank You</i>	0.00
				141,476.53



Bank of Nova Scotia
Main Branch
Halifax, N.S.

CHECK NO. 585980
585980

PAY One Hundred Forty-One Thousand Four Hundred Seventy-Six Dollars And 53 Cents

DATE D D M M Y Y Y Y 1 2 0 1 2 0 1 0

\$ ***141,476.53

TO THE ORDER OF

THE SALVATION ARMY
2038 GOTTINGEN ST
HALIFAX, NS B3K 3A9

Christopher Heedkison
Nancy Turner



January 4, 2010

Mr. Robert Lundrigan
The Salvation Army
Community & Family Services
2038 Gottingen Street
Halifax, NS B3K 3A9

Dear Mr. Lundrigan:

Please find enclosed our cheque in the amount of \$28,102.12 in payment of the administration costs for the 2009 Good Neighbour Energy Fund.

If you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

Karen Saunders
Project Manager, Reputation Strategy
Communications and Public Affairs

DATE 2 9 1 2 2

VENDOR NAME THE SALVATION ARMY

VENDOR NO: 0841924

INVOICE NO.	INVOICE DATE	DESCRIPTION	DISCOUNT AMOUNT	NET AMOUNT
2810212	23-DEC-09	RFC: ***** DONATION FOR	0.00	28,102.12
PLEASE DETACH AND RETAIN THIS STATEMENT			0.00	28,102.12

Thank You



Bank of Nova Scotia
Main Branch
Halifax, N.S.

CHECK NO. 585451
585451

PAY Twenty-Eight Thousand One Hundred Two Dollars And 12 Cents

DATE D D M M Y Y Y Y
2 9 1 2 2 0 0 9

TO THE ORDER OF

\$*****28,102.12

THE SALVATION ARMY
FAMILY & COMMUNITY SERVICES
2038 GOTTINGEN ST
HALIFAX, NS B3K 3A9

Christopher Headkison
Nancy Towner



The Salvation Army

Divisional Headquarters
Maritime Division

282-7071 Bayers Road, Halifax, Nova Scotia, B3L 2C2
Office: (902) 455-1201
Fax: (902) 455-0055

www.SalvationArmy.ca

November 18, 2009

Karen Saunders
Project Manager, Reputation Strategy
Nova Scotia Power Inc.
P. O. Box 910
Halifax NS B3J 2W5

Dear Karen:

RE: GOOD NEIGHBOUR ENERGY FUND

With the temperature dropping and many people beginning to fear the worst this heating season, it is gratifying to know the Good Neighbour Energy Program is still in operation.

From that initial donation in December 1997 until today, NSP has been a faithful supporter of this program launched in partnership with The Salvation Army. Over the past twelve years, thousands of households have experienced the warmth of your generosity.

The enclosed report outlines the history of the program. This year's corporate contribution of \$100,000 will be put to good use this winter throughout the Province. With a slight change in the frequency with which people can access these funds, we believe we will be handling more applications this year than ever before.

Thank you for your faithfulness to the cause.

Sincerely,

A handwritten signature in black ink, appearing to read "Diane van der Horden".

Diane van der Horden
Divisional Secretary for Public Relations & Development

Enclosure



Invoice

Community & Family Services
 2038 Gottingen Street
 Halifax, NS B3K 3A9
 Phone: (902) 422-5198
 Fax: (902) 492-0319

October 5, 2009

Bill To:
 Nova Scotia Power

Attention: Janice Bishop

To bill for 2009 Good Neighbour Energy Fund Expenses

Wages, [REDACTED] January 1st through April 9th	6125.00
Wages, [REDACTED]	6396.00
CPP	588.50
EI	306.76
Workers Compensation	156.50
Vacation Pay	751.26
Telephone	465.57
Long Distance	100.00
Stationery	400.00
Printing	317.53
Postage	468.00
Processing Transactions Fee	6982.00
	Subtotal: 23057.12
Administrative Assistant @ 10 hours per week	2615.00
Oversight by Assistant Executive Director (3.5 hrs/wk)	2430.00
	Total: 28102.12

NON-CONFIDENTIAL

1 **Request IR-31:**

2

3 **Please provide any information regarding the tracking of both fuel and non- fuel costs**
4 **under the FAM program since 2009 separated by each customer class.**

5

6 Response IR-31:

7

8 NS Power tracks only fuel-related costs under the FAM. Please refer to Attachments 1-3 for fuel
9 cost tracking information in years 2009 and 2010 and CA IR-46 for 2011.

Cost of Service AA Calculations

FOR THE YEAR ENDING DECEMBER 31, 2009

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COLUMN	D	E	F	G	H	J	K	M	N	P	Q
FORMULA			D - E	F / D	F / F (Line 37)	H x J (line 37)	F + J	H x M (line 37)	K + M		N / P
	Variance in Fuel Costs before Interest and Incentive					Variance in Fuel Costs before Incentive		Variance in Fuel Costs		2010 Actual Adjustment	
	Actual Fuel Costs	Recovered Fuel Costs	Variance (debit/credit)	% Var	Relative shares in total Variance	Interest Amount	Adjustment after interest	Incentive Amount	Adjustment after Incentive	Forecast kWh Sales	Cents per KWh
Rate Class											
Above the line Classes											
Residential Subtotal	\$191,881,679	\$200,850,217	(\$8,968,538)	-4.47%	35.23%	(\$534,717)	(\$9,503,256)	\$1,761,725	(\$7,741,530)	4,196,814,670	(\$0.184)
Small General	\$11,138,414	\$11,683,938	(\$545,524)	-4.67%	2.14%	(\$32,525)	(\$578,049)	\$107,159	(\$470,890)	239,069,095	(0.197)
General Demand	\$114,365,404	\$120,373,535	(\$6,008,131)	-4.99%	23.60%	(\$358,214)	(\$6,366,345)	\$1,180,201	(\$5,186,144)	2,464,278,341	(0.210)
Large General	\$17,673,107	\$18,629,929	(\$956,822)	-5.14%	3.76%	(\$57,047)	(\$1,013,869)	\$187,952	(\$825,917)	410,421,077	(0.201)
Small Industrial	\$11,051,180	\$11,641,203	(\$590,023)	-5.07%	2.32%	(\$35,178)	(\$625,201)	\$115,901	(\$509,300)	252,329,940	(0.202)
Medium Industrial	\$21,612,566	\$22,865,070	(\$1,252,504)	-5.48%	4.92%	(\$74,676)	(\$1,327,180)	\$246,034	(\$1,081,146)	488,228,095	(0.221)
Large Industrial	\$36,229,511	\$38,329,294	(\$2,099,782)	-5.48%	8.25%	(\$125,192)	(\$2,224,975)	\$412,469	(\$1,812,506)	899,463,825	(0.202)
ELI 2P-RTP (base rate)	\$65,635,184	\$69,734,890	(\$4,099,706)	-5.88%	16.11%	(\$244,431)	(\$4,344,136)	\$805,321	(\$3,538,815)	1,731,541,166	(0.204)
Municipal	\$8,472,596	\$8,899,583	(\$426,986)	-4.80%	1.68%	(\$25,458)	(\$452,444)	\$83,875	(\$368,569)	197,230,740	(0.187)
Unmetered	\$5,104,965	\$5,376,775	(\$271,810)	-5.06%	1.07%	(\$16,206)	(\$288,015)	\$53,393	(\$234,623)	107,972,195	(0.217)
Above the line Subtotal / Average	\$483,164,607	\$508,384,434	(\$25,219,826)	-4.96%	99.08%	(\$1,503,643)	(\$26,723,469)	\$4,954,030	(\$21,769,440)	10,987,349,145	
Additional Energy	\$4,198,405	4,432,427.98	(\$234,023)	-5.28%	0.92%	(\$13,953)	(\$247,976)	\$45,970	(\$202,006)	119,026,581	(0.170)
Total subject to FAM adj. (ATL and AE)	\$487,363,012	\$512,816,862	(\$25,453,850)	-4.96%	100.00%	(\$1,517,596.11)	(\$26,971,446)	\$5,000,000	(\$21,971,446)	11,106,375,726	
Grand Total	\$487,363,012	\$512,816,862	\$25,453,850	4.96%							

Cost of Service BA Calculations

FOR THE YEAR ENDING DECEMBER 31, 2010

Line #
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COLUMN

FORMULA

D E F G H J K M O
D - E F / D F / F (Line 37) H x J (line 37) F + J N / P

Rate Class	Variance in Fuel Costs before Interest and Incentive					Variance in Fuel Costs		Actual Adjustment	
	AA 2010 Collections	AA predicated on actual numbers	Variance (debit/credit)	% Var	Relative shares in total Variance	Interest Amount	Adjustment after interest	Forecast kWh Sales (1)	Cents per KWh
Above the line Classes									
Residential Subtotal	(\$7,686,980)	(\$2,976,076)	\$4,710,904	-158.29%	37.62%	\$77,889	\$4,788,793	4,297,308,762	0.111
Small General	(\$463,409)	(\$193,422)	\$269,986	-139.58%	2.16%	\$4,464	\$274,450	214,968,861	0.128
General Demand	(\$5,159,102)	(\$2,390,877)	\$2,768,225	-115.78%	22.10%	\$45,769	\$2,813,995	2,432,832,463	0.116
Large General	(\$834,598)	(\$400,425)	\$434,174	-108.43%	3.47%	\$7,179	\$441,352	400,777,852	0.110
Small Industrial	(\$513,979)	(\$235,441)	\$278,538	-118.30%	2.22%	\$4,605	\$283,144	244,156,909	0.116
Medium Industrial	(\$1,077,780)	(\$532,366)	\$545,415	-102.45%	4.36%	\$9,018	\$554,433	447,714,293	0.124
Large Industrial	(\$1,854,765)	(\$950,706)	\$904,059	-95.09%	7.22%	\$14,948	\$919,006	930,938,273	0.099
ELI 2P-RTP (base rate)	(\$3,963,876)	(\$1,833,457)	\$2,130,419	-116.20%	17.01%	\$35,224	\$2,165,643	1,946,892,480	0.111
Municipal	(\$360,297)	(\$157,258)	\$203,039	-129.11%	1.62%	\$3,357	\$206,396	197,367,372	0.105
Unmetered	(\$244,506)	(\$106,624)	\$137,882	-129.32%	1.10%	\$2,280	\$140,161	111,896,654	0.125
Above the line Subtotal / Average	(\$22,159,293)	(\$9,776,653)	\$12,382,640	-126.66%	98.87%	\$204,733	\$12,587,373	11,224,853,919	0.112
Additional Energy	(\$284,216)	(\$143,065)	\$141,151	-98.66%	1.13%	\$2,334	\$143,485	178,920,000	0.080
Total subject to FAM adj. (ATL and AE)	(\$22,443,509)	(\$9,919,718)	\$12,523,791	-126.25%	100.00%	\$207,067	\$12,730,858	11,403,773,919	
Grand Total	(\$22,443,509)	(\$9,919,718)	\$12,523,791	-126.25%					

(1) Source: Forecast for 2011

NON-CONFIDENTIAL

1 **Request IR-32:**

2

3 **Please provide information on the accuracy of your annual fuel rate predictions from 2009**
4 **to present. Please separate by fuel type.**

5

6 Response IR-32:

7

8 NS Power develops its fuel forecasts following the process outlined in the Fuel Adjustment
9 Mechanism Plan of Administration (FAM POA). Please refer to Attachment 1.

Fuel Forecast and Actual Cost Comparison (all number in \$ millions)

	2009			2010			2011		
	Actual	Forecast	Variance	Actual	Forecast	Variance	Actual	Forecast	Variance
Fuel & PP** (Domestic Load Only)									
Solid Fuel	293.2	391.2	-98.1	326.9	406.6	-79.7	287.7	351.0	-63.3
Natural Gas	135.7	174.4	-38.6	167.8	98.1	69.8	150.6	73.7	76.8
Bunker C	-5.3	-17.0	11.8	-3.8	-2.5	-1.3	2.2	2.8	-0.7
Furnace	2.2	5.5	-3.3	2.6	2.1	0.5	2.9	2.3	0.5
Diesel	3.2	16.2	-13.1	1.9	1.6	0.3	1.2	1.9	-0.7
Additives - Mercury	0.0	0.0	0.0	7.6	0*	7.6	5.6	10.0	-4.4
Additives	5.4	3.5	1.9	3.8	3.4	0.4	3.6	3.5	0.1
Subtotal	434.4	573.8	-139.4	506.8	509.2	-2.4	453.7	445.3	8.4
Natural Gas - Pipeline Toll	0.7	0.0	0.7	0.0	0.0	0.0	0.0	0.0	0.0
Fuel for Generation	435.0	573.8	-138.7	506.8	509.2	-2.4	453.7	445.3	8.4
Purchased Power									
Imports	37.4	34.3	3.2	33.1	17.6	15.6	31.8	24.7	7.1
IPP	15.1	14.8	0.3	16.4	13.9	2.6	16.5	14.8	1.7
Wind Purchases	9.4	17.2	-7.8	27.7	35.4	-7.8	46.5	42.7	3.8
Total Purchased Power	61.9	66.3	-4.4	77.3	66.8	10.4	94.8	82.2	12.6
Fuel & PP (Domestic Load Only)	496.9	640.0	-143.1	584.1	576.1	8.0	548.5	527.5	21.0
Fuel for Resale									
Costs	44.5	51.4	-6.9	7.9	52.5	-44.7	3.5	21.7	-18.2
Recoveries	-42.6	-56.4	13.8	-8.2	-50.3	42.1	-4.0	-20.7	16.6
Net Cost (Benefit)	1.9	-5.1	6.9	-0.3	2.2	-2.5	-0.5	1.1	-1.6
Export Sales									
Costs	0.9	5.8	-5.0	0.3	13.1	-12.8	0.4	8.4	-7.9
Recoveries	-0.9	-6.4	5.5	-0.5	-15.8	15.3	-0.5	-9.3	8.9
Net Cost (Benefit)	0.0	-0.6	0.6	-0.2	-2.7	2.5	0.0	-1.0	1.0
Net Fuel and Purchased Power	498.8	634.3	-135.6	583.6	575.6	8.0	547.9	527.6	20.4
Water Royalties	0.9	0.9	0.0	0.9	0.9	0.0	0.9	0.9	0.0
MTM on HFO and Natural Gas	-0.2	0.0	-0.2	2.1	0.0	2.1	-1.7	0.0	-1.7
Total Fuel and Purchased Power	500.4	641.7	-141.3	587.1	592.3	-5.3	547.6	537.8	9.8
Newpage Gas Loss	0.3	0.6	-0.2	-0.3	0.3	-0.6	-0.2	0.0	-0.2
Total Fuel & PP	500.7	642.2	-141.5	586.7	592.7	-5.9	547.4	537.8	9.6

* Mercury Additives were forecasted at \$23 million in 2010 and included in the solid fuel line of the forecast

** PP Stands for purchased power

NON-CONFIDENTIAL

1 **Request IR-33:**

2

3 **Please provide information NSPI has collected concerning the possibility of absorbing a**
4 **reduction in profit to account for underestimated fuel costs rather than placing them on the**
5 **consumer?**

6

7 Response IR-33:

8

9 NS Power adheres to the provisions of the Board-approved Fuel Adjustment Mechanism which
10 provides that prudently incurred fuel costs incurred in the provision of electric service are
11 recovered from customers.. Nova Scotia Power does not make profit on fuel expenses. The Fuel
12 Adjustment Mechanism ensures that customers pay only actual, prudently incurred fuel costs,
13 without mark-up or margin.

NON-CONFIDENTIAL

1 **Request IR-34:**

2

3 **Please provide any information regarding future decommissioning of infrastructure as a**
4 **method to reduce fixed costs.**

5

6 Response IR-34:

7

8 Please refer to Avon IR-6.

NON-CONFIDENTIAL

1 **Request IR-35:**

2

3 **Please provide any research NSPI has conducted regarding the effect of open access**
4 **transition of the power supply and respective feed-in tariffs as a method to reduce fixed**
5 **costs.**

6

7 Response IR-35:

8

9 NS Power has not conducted such research.

NON-CONFIDENTIAL

1 **Request IR-36:**

2
3 **Please provide any information NSPI has concerning projected ending dates for the cost**
4 **deferrals from this application.**

5
6 Response IR-36:

7
8 Please refer to the figure below. Details of the following regulatory deferrals can be found in
9 Section 7, pages 100-106 of the Application.

10

Regulatory Deferral	Projected Ending Date
Section 21	March 31, 2015
2005 Q1 Tax	March 31, 2015
DSM	December 31, 2014
Vegetation Management	December 31, 2013
Non-LED Stranded Cost	Not known as work order application is yet to be filed.
Fixed Cost Recovery	March 31, 2023

11
12 Please refer to Liberty IR-39 Attachment 1, filed electronically, for the projected amortization
13 schedule of the Fixed Cost Recovery deferral. Please also refer to RB-02-RB-16 of the
14 Application for a list of all items (including all regulatory deferrals) that make up NS Power's
15 rate base.

NON-CONFIDENTIAL

1 **Request IR-37:**

2

3 **Please provide any working papers or calculations completed by NSPI in determining that**
4 **different rate increases per customer class would be an overly complicated method to make**
5 **up for the revenue requirement gaps in 2013 and 2014. See DE 03-04 Page 32 at line 3.**

6

7 Response IR-37:

8

9 As stated in DE-03-DE-04 page 33, line 6 of the Application, NS Power has not made such
10 calculations. The information provided by NS Power in support of its rates evidence in
11 Appendices: I, L, M, N, and P and SR-01 of the Application are the working papers in support
12 of NS Power's proposed approach. Also, please refer to SBA IR-1.

NON-CONFIDENTIAL

1 **Request IR-38:**

2

3 **What percentage of load capacity is being maintained in order for NSPI to realize**
4 **opportunities in export markets?**

5

6 Response IR-38:

7

8 NS Power maintains firm generating capacity to serve firm customers (forecasted peak demand)
9 and meet our necessary planning reserve. NS Power does not plan generating capacity to
10 participate in export markets.

NON-CONFIDENTIAL

1 **Request IR-39:**

2

3 **Please provide information on the following:**

4

5 **a. When is peak demand projected to exceed current load capacity, including exports,**
6 **based on your best consumption and population trends?**

7 **b. Please provide the same information as above, excluding exports.**

8

9 Response IR-39:

10

11 (a-b) NS Power does not plan generating capacity to serve exports. Efficiency Nova Scotia
12 Corporation projected trends for Demand Side Management together with NS Power
13 demand forecasts project flat load growth (firm load) for the foreseeable future. Any
14 recent additions to NS Power's generation resources have not been in response to firm
15 load growth but rather to meet the requirements of the provincial Renewable Electricity
16 Standard. Please refer to Multeese IR-62.

NON-CONFIDENTIAL

1 **Request IR-40:**

2

3 **For each power plant please provide the following information:**

4

5 **a. When was it built?**

6

7 **b. What was the capital cost?**

8

9 **c. How much depreciation has been taken up to 2011 and again up to 2012?**

10

11 **d. What is the depreciation to be written off in 2013?**

12

13 **e. When will the plant be entirely written off?**

14

15 Response IR-40:

16

17 (a–e) Please refer to Attachment 1. The original capital cost is not available for all production
18 units so the Gross Plant value as of December 31, 2011 has been provided. The year the
19 plant will be fully depreciated is calculated using the estimated depreciation expense for
20 2015 as a proxy for each year in the future, assuming no further additions or retirements
21 will be made after the 2014 test year.

	In-service Year	Gross Plant at Dec 2011	Accumulated Depreciation at Dec 2011	Accumulated Depreciation at Dec 2012	2013 Depreciation Expense (excl salvage)	Year Fully Depreciated
Lingan	1980/81/84/85	556,614,537	274,082,264	290,677,365	18,449,253	2028
Trenton	1970/92	397,064,425	143,004,195	150,163,359	9,773,512	2040
Tufts Cove	1966/73/77	204,971,701	94,491,435	100,406,633	6,561,972	2031
Point Aconi	1994	516,022,046	182,387,349	192,897,597	11,579,077	2041
Point Tupper	1973/87	180,691,233	75,516,760	79,108,831	4,858,334	2034
Thermal Total		1,855,363,942	769,482,003	813,253,785	51,222,149	
Annapolis	1984	34,290,595	11,185,870	11,800,182	735,043	2047
Avon	1929/58	17,026,227	3,116,648	3,237,868	461,353	2043
Bear River	1952/83	36,579,605	11,666,647	12,099,499	700,717	2065
Black River	1930/52	39,234,218	6,736,310	7,450,283	709,665	2060
Dickie Brook	1929/58	8,594,238	676,772	779,818	274,841	2046
Fall River	1986	1,766,505	44,594	72,550	28,466	2075
Harmony	1943	10,907,106	1,043,584	1,240,660	206,584	2036
Lequille	1950/54/68	21,397,372	6,921,980	7,324,477	404,627	2045
Mersey	1929	34,582,195	18,359,480	19,167,665	1,025,420	2026
Roseway	1931/49	2,290,194	587,812	634,061	45,575	2053
St. Margaret's	1922/28	18,702,953	5,787,946	4,936,042	884,012	2048
Sheet Harbour	1924/39	22,951,281	5,854,359	6,326,410	711,536	2039
Tusket	1929	12,125,826	1,591,553	1,880,543	334,076	2054
Wreck Cove	1978/82	163,742,228	76,407,243	78,768,829	2,374,262	2048
Hydro Total		424,190,542	149,980,798	155,718,885	8,896,178	
Burnside	1977	19,855,752	14,615,022	15,057,079	441,973	2026
Tusket CT	1972	5,378,918	3,789,909	4,072,482	290,170	2017
Victoria Junction	1976	7,437,789	7,004,826	7,209,039	204,275	2013
TUC LM #4	2003	50,038,216	13,073,351	14,210,151	1,215,929	2041
TUC LM #5	2005	32,875,371	7,179,973	8,108,446	867,910	2041
TUC Unit 6	2012	-	-	2,043,313	2,890,282	2044
Gas Total		115,586,046	45,663,081	50,700,509	5,910,539	
Nuttby Wind	2010	111,040,896	6,451,912	9,732,016	4,457,350	2035
Digby Wind	2010	64,367,248	3,553,521	5,489,294	2,588,867	2035
Point Tupper Wind	2010	25,746,255	1,838,435	2,600,264	1,031,887	2034
Wind Total		201,154,398	11,843,868	17,821,574	8,078,103	

NON-CONFIDENTIAL

1 **Request IR-41:**

2

3 **Provide any reports/studies or memoranda which NSPI has prepared or obtained which**
4 **examine the creation of a Crisis Intervention Program. See page 30 from the Direct**
5 **Testimony and Exhibits of Roger D. Colton from NSUARB-P-881 in 2004.**

6

7 Response IR-41:

8

9 NS Power has not prepared or obtained such reports/studies or memoranda.

NON-CONFIDENTIAL

1 **Request IR-42:**

2

3 **Provide a recalculation for the following figures in 2013 and 2014 which accounts for the**
4 **closing of the Bowater Mill.**

5

6 **a. The overall change in load forecasts.**

7

8 **b. The costs of the Load Retention Tariff Program and planned cost deferral.**

9

10 Response IR-42:

11

12 (a) The closure of the Bowater mill will result in the loss of approximately 700 GWh of
13 forecast load. NS Power will provide an updated load forecast in August in accordance
14 with the established GRA and FAM processes.

15

16 (b) The closure of the Bowater mill will result in the loss of all fixed cost contributions from
17 that customer. The forecast contribution to fixed costs under the Load Retention Tariff
18 was \$1.3 million in each of 2013 and 2014. The Bowater mill also contributed to fixed
19 costs through other tariffs under which the mill took service. The overall effect of the
20 closure of Bowater mill on the total system costs is a reduction in fixed cost contribution
21 from the customer partially offset by fuel cost savings associated with reduced system
22 load.

NON-CONFIDENTIAL

1 **Request IR-43:**

2

3 **Provide a complete breakdown of the current projected impact of the New Page load**
4 **retention rate on NSPI revenues, and on costs to the residential rate class by percentage**
5 **and dollar amount for the average annual household consumption of electricity.**

6

7 Response IR-43:

8

9 NS Power's 2013 GRA has been prepared and filed assuming the mill is not in operation and
10 because the Pacific West Commercial Corp. (PWCC) Load Retention Tariff Application has not
11 been approved by the Board. If the Board approves the Application as filed, the fixed cost
12 contribution would approximate \$2 million and will occur to the benefit of the customers. That
13 contribution may be greater subject to mill profitability. A \$2 million annual contribution to
14 fixed cost represents less than 1 percent of residential revenue. There are further benefits due to
15 better operating efficiency of the biomass plant along with benefits from Partnership
16 Agreements. NS Power is proposing to direct those funds to reduce the Fixed Cost Recovery
17 deferral so that customers will receive the benefit and there is no fixed cost forecast risk in
18 setting base cost rates to either customers or the utility.

NON-CONFIDENTIAL

1 **Request IR-44:**

2

3 **Is there a precedent or a previous rate approval by the NSUARB that allows for a deferral**
4 **of costs in a manner similar to the Rate Stabilization Plan in the current application?**

5

6 Response IR-44:

7

8 The use of deferrals is a common regulatory approach to recovery of costs used by regulators to
9 delay the timing of recovery of utility costs to minimize the impact of rate increases on
10 customers. The Board has approved the deferral of costs on a number of occasions. Please refer
11 to DE-03-DE-04, Section 7 of the Application for a description of the various Board-approved
12 deferrals currently being recovered in rates. NS Power expects the amount of the Fixed Cost
13 Recovery (FCR) deferral to be similar in size to that fuel deferral proposed by customers and
14 approved by the Board in the 2010 FAM process.¹ The proposed deferral is essentially an
15 extension of the FCR established in the 2012 GRA by the Settlement Agreement and approved
16 by the Board.² NS Power has proposed that the recovery of the deferral replaces the expiry of
17 the Section 21 Tax deferral in rates.

¹ NSPI 2011 FAM AA BA Application, UARB Order, NSUARB-NSPI-887(2), December 17, 2010.

² NSPI 2012 General Rate Application, Settlement Agreement, NSUARB-NSPI-P-892, September 19, 2011.

NON-CONFIDENTIAL

1 **Request IR-45:**

2

3 **Does the current Rate Stabilization Plan have the effect of placing the burden of some of**
4 **the current costs of service on future consumers?**

5

6 Response IR-45:

7

8 Yes. The decision to approve a deferral represents a balancing of the interests of current
9 customers to minimize rate impacts with the interests of future customers from whom those costs
10 will be recovered. NS Power has proposed a short-term deferral of costs as an appropriate way
11 to stabilize rates for the next two years. We propose to begin recovering the deferred costs in
12 2015, just as the Section 21 Tax deferral expires. By timing the deferral this way, and if the
13 deferral is less than \$110 million, we will be able to recover it in full over eight years, with no
14 change in rates caused by the deferral. While the Company and the Board should always be
15 careful to ensure intergenerational equity with respect to rates, the proposed deferral mechanism
16 is similar both in amount and recovery period to other deferrals that have been established in the
17 past.

NON-CONFIDENTIAL

1 **Request IR-46:**

2

3 **Does NSPI have any plans to provide a future reduction in rates specific to the consumer**
4 **class after the completion of the Rate Stabilization Plan?**

5

6 Response IR-46:

7

8 NS Power has an obligation to serve all customers and accordingly maintain the facilities in
9 place to satisfy that obligation. NS Power expects rates to continue to be set by the Board on a
10 cost of service basis.

NON-CONFIDENTIAL

1 **Request IR-47:**

2

3 **Provide copies of all correspondence, memorandum or reports in relation to the Rate**
4 **Stabilization Plan with all stakeholders in advance of this rate application.**

5

6 Response IR-47:

7

8 During the preparation of a general rate application, NS Power has discussions with stakeholders
9 to inform them of cost pressures that the Company is experiencing. We have had a continuing
10 public dialogue with customers and stakeholders since we first presented a multi-year rate option
11 as part of the 2012 GRA. Please refer to Attachment 1 for a cost pressure presentation delivered
12 to Confidential Intervenors prior to the Application. Attachment 2 was delivered to the media
13 and general public contemporaneously with the Application.

NSPI 2013 / 2014 GRA

Request and Cost Pressures

Confidential

2013 / 14 Rate Request

- We prepared a traditional rate case for 2013 and 2014 but will request UARB approval of a Rate Stabilization Plan
 - Customers need stable rates and minimal increases to adjust to transformation and fixed cost contribution attrition
 - We are seeking approval of 3% net overall increase in 2013 and 3% net overall increase in 2014, with a deferral
 - At the end of the period (beginning in 2015) there will be room to start recovering the deferral in rates – S.21 starts coming off

Confidential

2013 / 14 Rate Request

- NSPI's recommended plan will have stable increases of 3% per year on January 1, 2013 and January 1, 2014 and deferral of approximately \$120 million.
 - NSPI will seek an order from the UARB that allows it to defer costs that would normally be collected in 2013 and 2014. The deferral will be composed of the following:
 - The 2012 Fixed Cost Recovery Deferral relating to NPB load as agreed in the 2012 GRA
 - The continuation of a Fixed Cost Recovery Deferral, in part, applied to 2013 and 2014
 - NSPI's current forecast is that these items will create a deferral of approximately \$120M at the end of 2014

Confidential

2013 / 14 Rate Request

- Additional details
 - FAM would continue to operate, with disclosure, annual forecasts and auditing. FAM incentive will continue to be suspended and will not operate.
 - FAM 2013/14 AA and BA adjustments, if any, will be tracked by customer class and deferred.
 - S.21 Amortization Agreement to be continued during Rate Stabilization Plan period. Over the two year period, earnings in excess of the top of the regulated range would be applied against the deferral (earnings cap)
 - DSM changes would be additional to these amounts – not included in the analysis

Confidential

Cost drivers and supporting information

<i>Cost Driver (\$ millions)</i>	2013	2014
Infrastructre and Rate Base (Capital)	40	24
<i>Renewables (biomass)</i>	18.4	3
Sales volume and fixed cost deferral	69	3
Fuel expense	-22	40
<i>Renewables</i>	12.5	8.6
Operating (inc pension)	32	3
<i>Renewables</i>	5.4	1
Reliability	9	-
Other	2	-
Total revenue gap	130	70
Incremental costs (Renewables)	36.3	12.6

Confidential

2013 Cost drivers and supporting information

- **Infrastructure and rate base \$40 million**
 - 388 projects as detailed in ACE plan - \$330 million in total spend
 - Depreciable plant balance increases by \$315 million in 2013 and \$200 million in 2014
 - Includes the interest and depreciation for Port Hawkesbury biomass
 - Revenue requirement impact of biomass capital for 2013 is \$18 million and \$20 million for 2014
 - Distribution projects also make up a portion of this investment

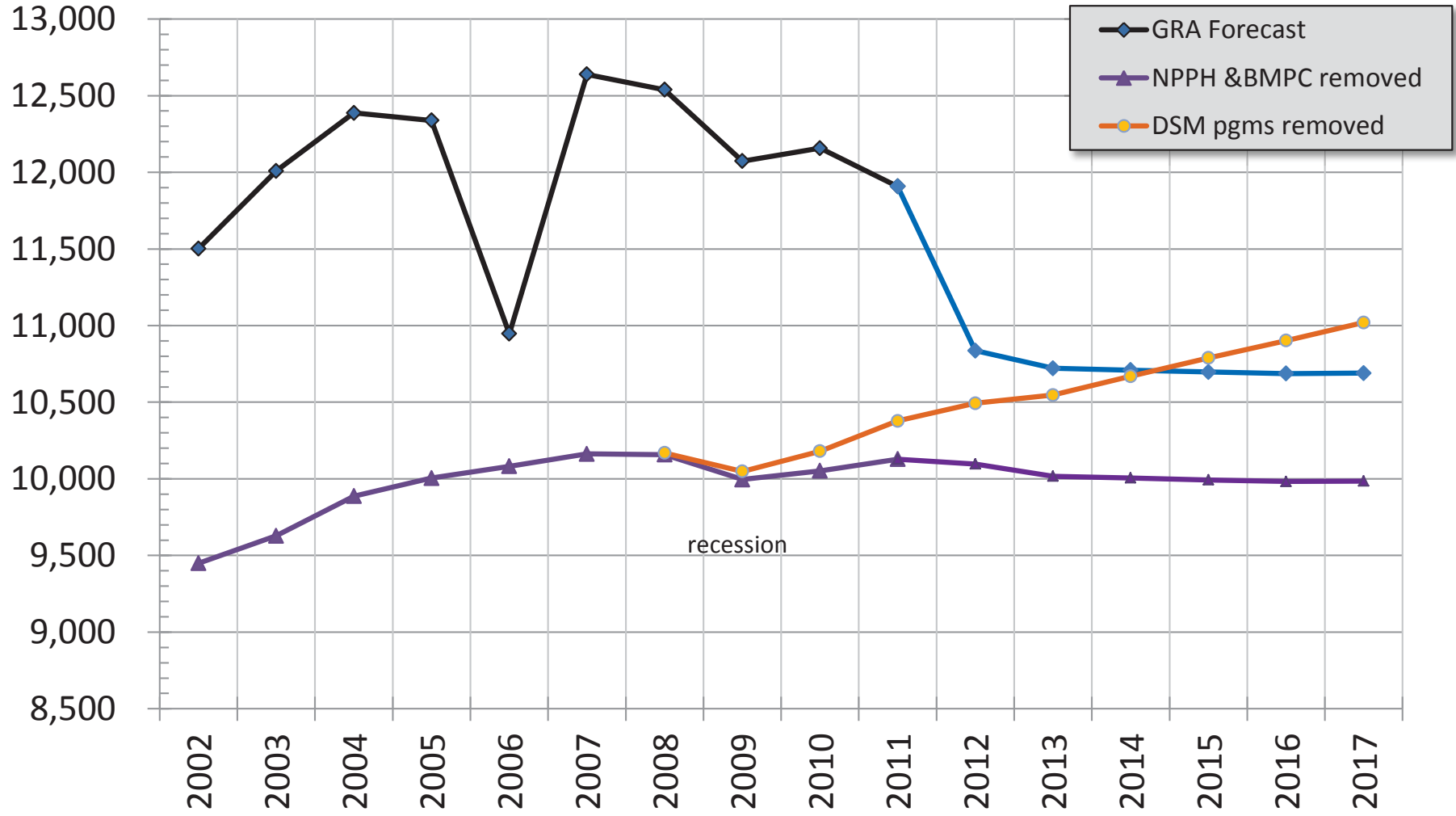
Confidential

2013 Cost drivers and supporting information

- **Sales volume and fixed cost deferral - \$69 million**
 - Includes 2012 GRA settlement fixed costs (\$56 million, spread over 3 years) and loss of paper mill contribution to fixed costs for 2013
 - We are working to minimize the costs needed to serve customers but we have legacy infrastructure that is still providing value and has not been fully paid
 - NPB fixed cost contribution covered these costs before the mills moved to load retention scenarios
 - There is also load attrition forecast due to general economic conditions and DSM
 - Rates are currently set for a load of 12,647 GWh

Confidential

2013 Cost drivers and supporting information



Confidential

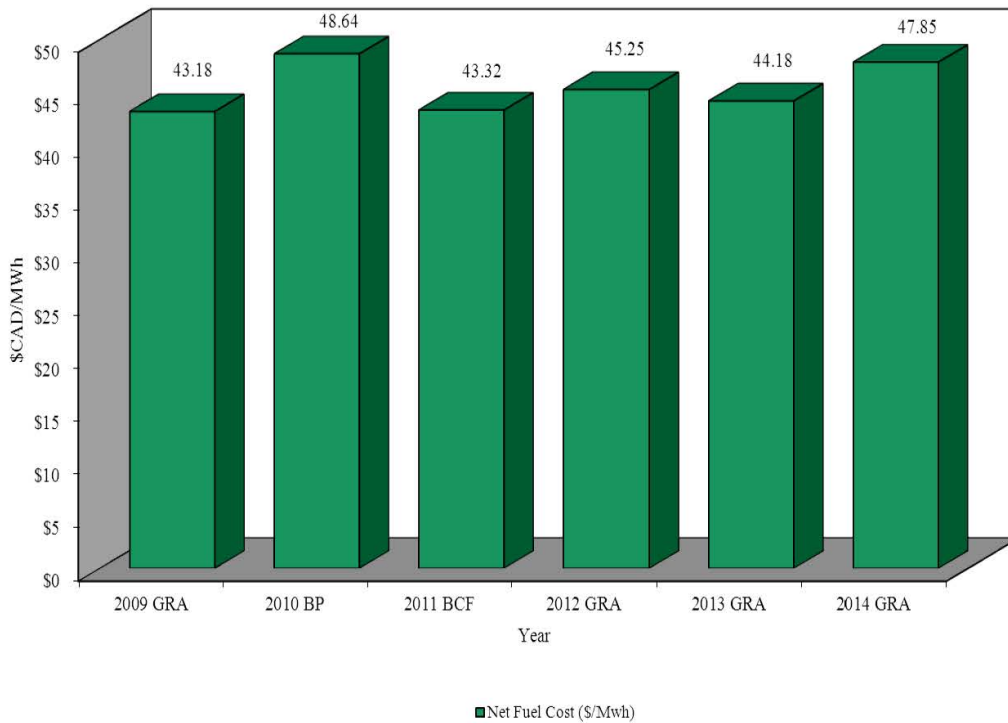
2013 Cost drivers and supporting information

- **Fuel expense – (\$22) million**
 - Fuel costs are down on a per MWh basis because costs for coal and gas are lower
 - Absolute costs for gas have gone up because we are burning more gas than in previous years
 - Higher gas burn and additional renewables results in coal providing less than 50% of our total electricity needs in 2013 (48% in 13 and 52% in 14)

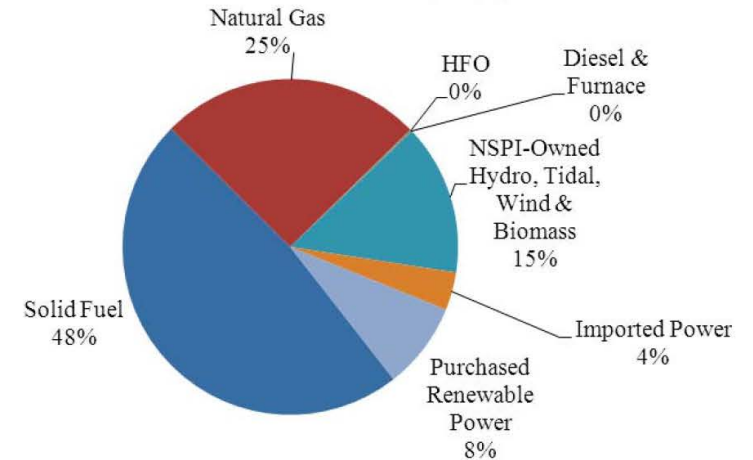
Confidential

2013 Cost drivers and supporting information

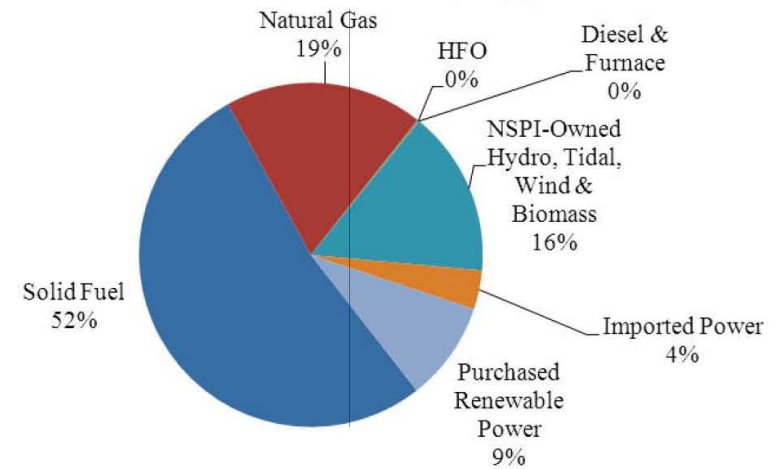
NSPI Fuel Cost Per MWh



2013 GRA Generation by Type



2014 GRA Generation by Type



Confidential

2013 Cost drivers and supporting information

- **Operating - \$32 million**
 - Main operating cost is pension increase – Revenue requirement impact is \$26 million
 - Port Hawkesbury Biomass operating cost will be \$5.4 million in 2013
 - This cost is partially offset by savings associated with seasonal operation of Lingan (\$4.1 million)
 - General inflation and wage increases make up the remainder of Operating cost pressures

Confidential

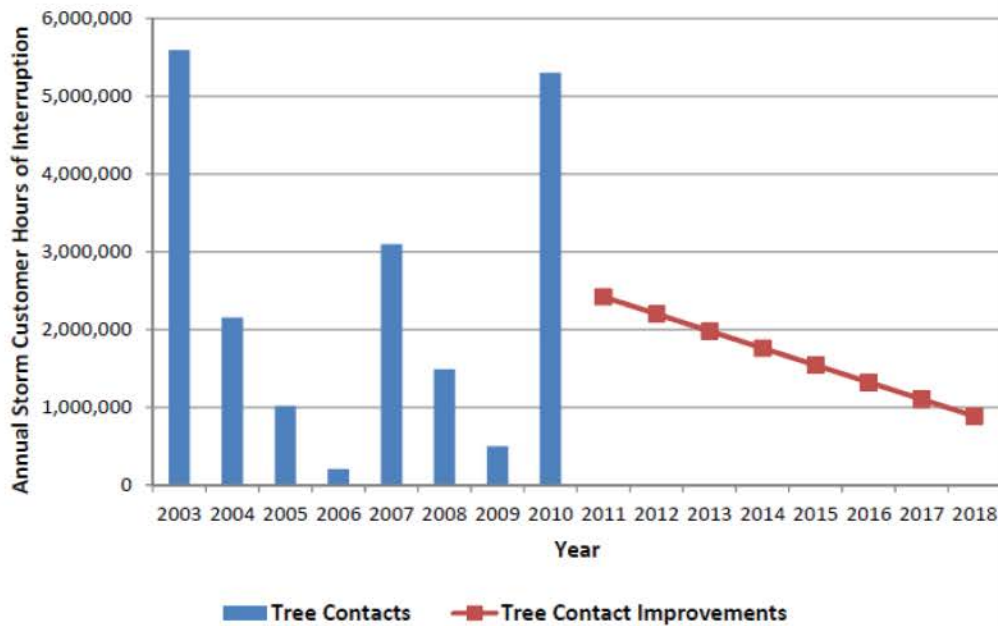
2013 Cost drivers and supporting information

- **Reliability - \$9 million**
 - NSPI proposed increased tree trimming and storm recovery expenses in the 2012 GRA but the program costs were removed in settlement negotiations
 - We have again applied to include these costs in rates for their benefit to reliability and customer experience
 - Hazard trees, increased wind events represent the largest impediments to better reliability

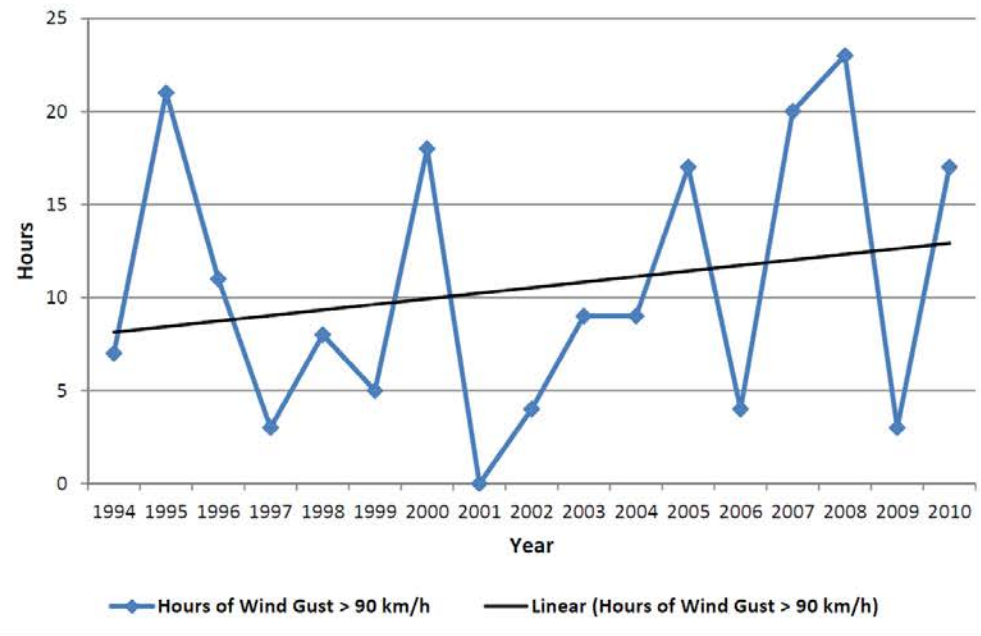
Confidential

Cost drivers and supporting information

Forecasted Reliability Improvements from Danger Tree Program



Nova Scotia (Halifax, Greenwood, Yarmouth and Sydney) Hours of Wind Gusts > 90 km/h by Year 1994-2010



Confidential

2014 Cost drivers and supporting information

- **Fuel - \$40 million**

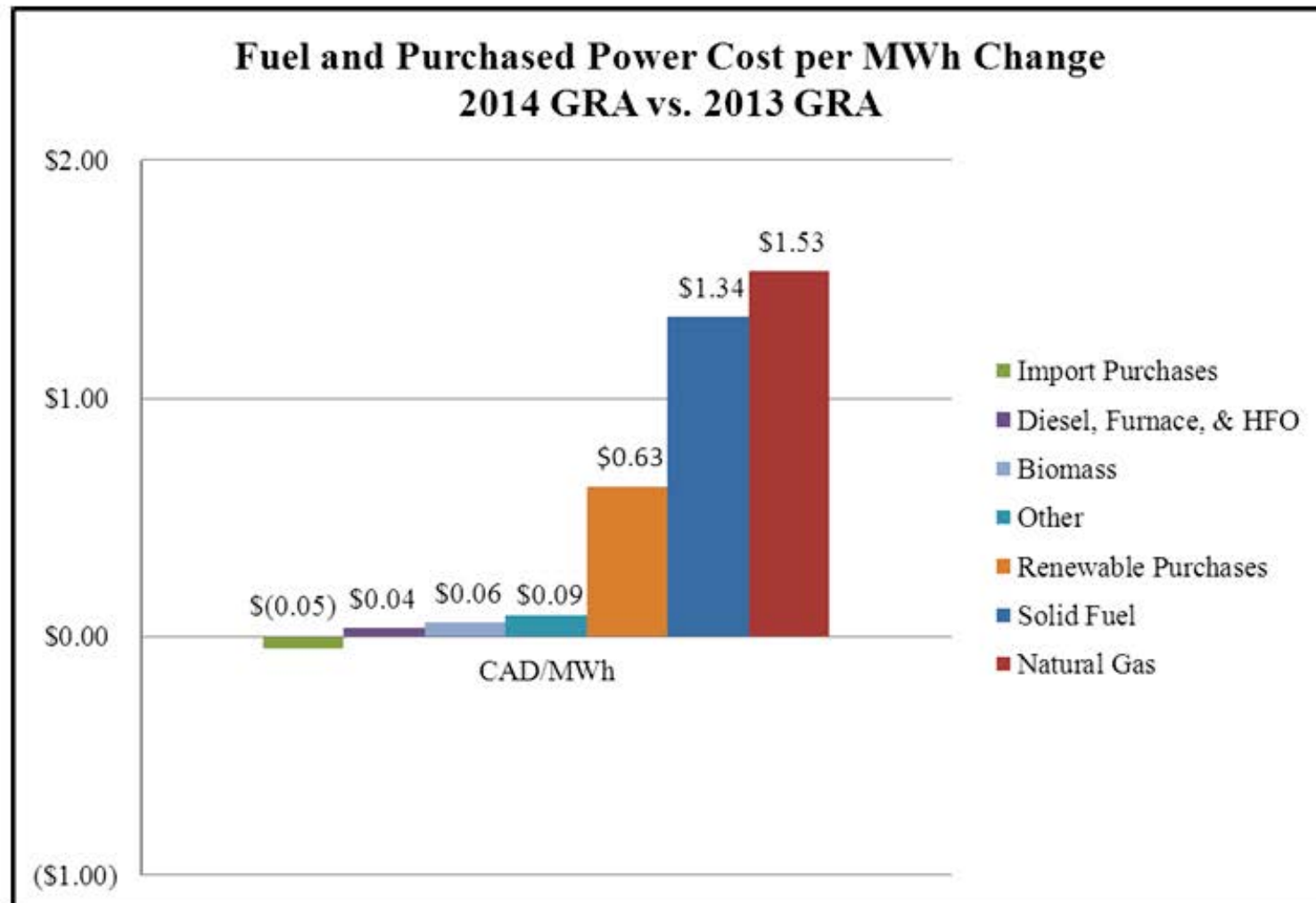
- The main cost driver for fuel in 2014 is increased forward prices used to forecast fuel costs
 - Coal and Pet Coke - \$9 million
 - Natural Gas - \$19 million
 - Biomass - \$8 million
- The remaining \$4 million is due to increases in the cost of purchased power including purchases from IPPs and COMFIT

- **Infrastructure and rate base \$24 million**

- Main cost drivers are transmission based projects to strengthen the system and distribution based capital – capital for LED streetlights is \$18 million in 2014. Reliability is \$20 million, transmission is \$35 million

Confidential

2014 Cost drivers and supporting information



Confidential

2014 Cost drivers and supporting information

- **Operating - \$3 million**
 - NSPI operating costs are forecast to remain relatively flat (less than 1% increase). Pension is expected to decrease slightly and other costs, including salaries, will experience increases in line with general inflation

Confidential

2014 Cost drivers and supporting information

- **Sales volume and mix - \$3 million**
 - NSPI regularly experiences small changes to its sales mix that cause revenue requirement to fluctuate from year to year (i.e. one customer class may use more or less energy from year to year impacting total revenue requirement)

Confidential



NSPI – MAY 8, 2012

2013, 2014 General Rate Application and Rate Stabilization Plan

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2013, 2014 General Rate Application

- NS Power has filed an Application with the NSUARB requesting changes to customer rates for 2013 and 2014
- Our filing includes complete financial forecasts for 2013 and 2014
- This is the first time NS Power has filed an application that spans more than one year

Rate Stabilization Plan

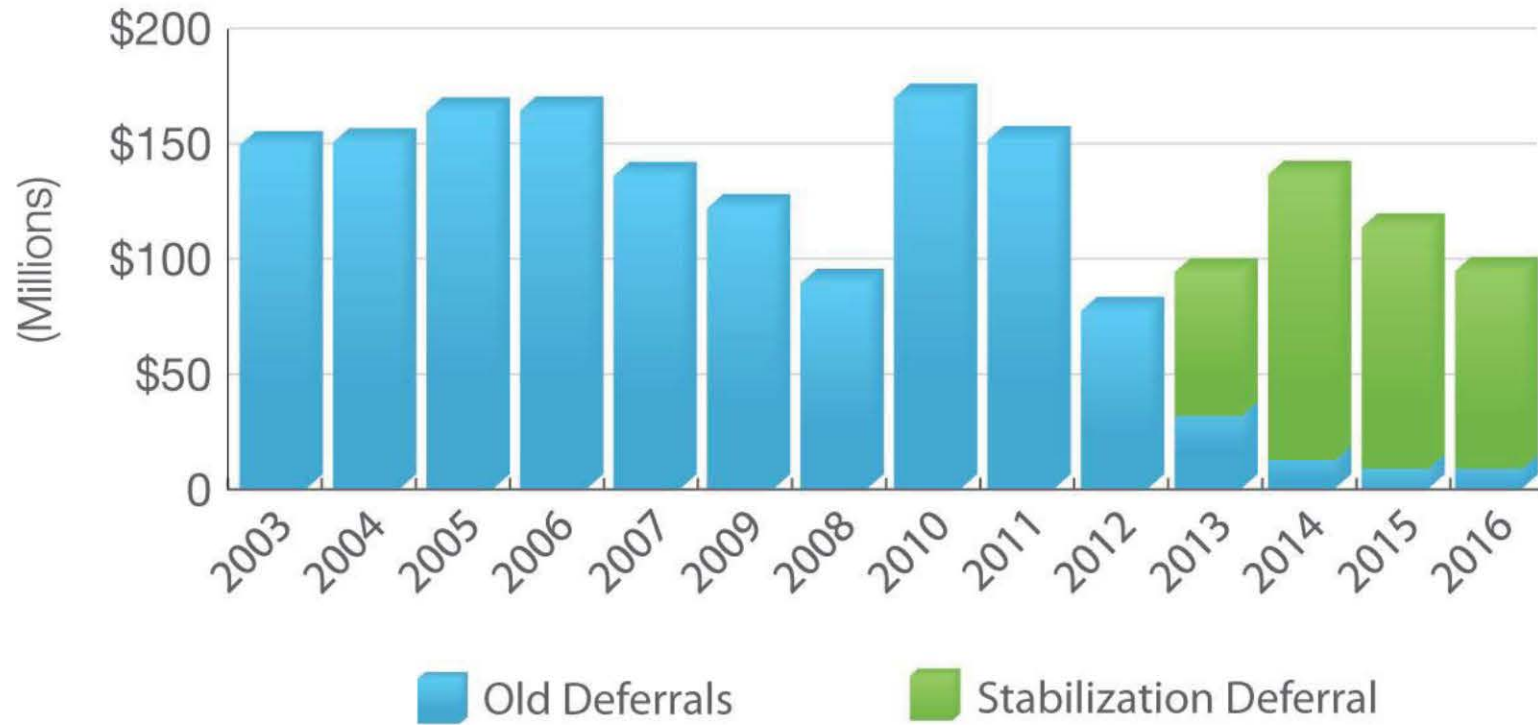
NS power requests UARB approval of a Rate Stabilization Plan

- This plan will allow time to adjust to the loss of fixed cost contributions from the pulp and paper industry and other system changes
- We have requested approval of 3% net overall increase in 2013 and 3% net overall increase in 2014, with a deferral until 2015 for unrecovered costs
- Beginning in 2015 there will be room to start recovering the deferral in rates – Section.21 is fully recovered

Rate Stabilization Plan

- NS Power seeks an order from the UARB that allows it to defer costs that we will experience and would normally be collected in 2013 and 2014. The deferral will be composed of the following:
 - The 2012 Fixed Cost Recovery Deferral relating to NPB load as agreed in the 2012 General Rate Application and
 - The continuation of a Fixed Cost Recovery Deferral, in part, applied to 2013 and 2014
- NS Power forecasts that this new deferral will grow to approximately \$120M at the end of 2014

Rate Stabilization Plan



Key Cost Drivers

The two biggest forces driving up the cost of providing electricity are:

- Troubles in the pulp and paper industry, which have left the Newpage and Bowater mills paying only a fraction of what they used to pay toward fixed costs in the electricity system;
- The transition to generating more electricity from renewable sources and less from coal, which is creating upfront costs, but will lead to future stability in electricity prices.

2013 & 2014 Cost Pressures



- Reliability and Operating
- Deferrals / Regulatory Amortization
- Pension
- Rate Base / Infrastructure
- Total Load Loss



- Operating and Pension
- Changes in Sales Mix
- Rate Base / Infrastructure
- Fuel

Process overview & Next steps

NSUARB will release a public advertisement of NS power's request and a schedule for a regulatory process

Milestones:

- Discovery process for NS Power's Application, including Information requests and responses (May to July)
 - Parties can ask questions of NS Power on the material filed in support of the Rate Stabilization Plan
- Interested parties present evidence (July – August)
 - Parties present evidence to refute NS Power's Application
- Hearing and Public Session (September)
 - UARB will schedule a hearing and Public Comment Session for mid-September
- UARB Decision – late November/early December

CONFIDENTIAL (Attachment Only)

1 **Request IR-48:**

2

3 **Provide a complete summary of all tax rebates, tax forgiveness, forgivable loans or tax**
4 **deferrals of any kind for all levels of government by NSPI or Emera, received or projected,**
5 **indicating the percentage decrease in taxes owed or due, the dollar amount, the level of**
6 **government, and the kind of tax, and the period over which the rebate, deferral, loan or**
7 **forgiveness applies.**

8

9 Response IR-48:

10

11 NS Power did not receive and has not projected to receive such items. The Company did
12 however receive tax credits associated with Scientific Research and Experimental Development
13 (SR&ED) and Nova Scotia Energy Tax Credits. Please refer to Partially Confidential
14 Attachment 1.

Millions of dollars

Year	Description	Level of Government	Projected/Received	Kind of tax	\$ Decrease in tax	% Decrease in tax
2008	SR&ED investment tax credit	Provincial	Received	NS Corporate Income Tax	\$ 0.2	1%
2008	SR&ED investment tax credit	Federal	Received	Federal Corporate Income Tax	\$ 0.2	1%
2009	SR&ED investment tax credit	Provincial	Projected	NS Corporate Income Tax	\$ 0.4	3%
2009	SR&ED investment tax credit	Federal	Projected	Federal Corporate Income Tax	\$ 0.4	2%
2010	SR&ED investment tax credit	Provincial	Projected	NS Corporate Income Tax	\$ 0.4	2%
2010	SR&ED investment tax credit	Federal	Projected	Federal Corporate Income Tax	\$ 0.5	2%
2010	Energy tax credit	Provincial	Received	NS Tax on Large Corporations	\$ 2.3	50%
2011	SR&ED investment tax credit	Provincial	Projected	NS Corporate Income Tax	\$ 0.1	1%
2011	SR&ED investment tax credit	Federal	Projected	Federal Corporate Income Tax	\$ 0.1	1%
2011	Energy tax credit	Provincial	Projected	NS Tax on Large Corporations	\$ 1.5	50%



NON-CONFIDENTIAL

1 **Request IR-49:**

2
3 **For the period 2001-2012, provide the percentage and actual dollar increase in the average**
4 **residential annual expenditure for electricity, for both heat and non-heat customers,**
5 **compounded for each rate increase over that period. In addition to the data, you may**
6 **provide the information in graph format.**

7
8 **Response IR-49:**

9
10 NS Power does not differentiate consumption between heat and non-heat customers. Assuming
11 an annual average consumption of 9,500 kWh per customer, the year over year (YOY) changes
12 are in the figure below (in nominal dollars).

13

Year	Base Rate (\$/month)	Energy (¢/kWh)	Annual cost (\$)	YOY change (\$)	YOY change (%)	Compounded (%)
2001	10.50	8.35	919.25	-	-	-
2002	10.83	8.61	924.03	4.78	0.5	0.5
2003	10.83	8.61	947.91	23.88	2.6	3.1
2004	10.83	8.61	947.91	0.00	0.0	3.1
2005	10.83	9.22	991.37	43.46	4.6	7.8
2006	10.83	10.13	1077.90	86.53	8.7	17.3
2007	10.83	10.67	1130.79	52.88	4.9	23.0
2008	10.83	10.67	1143.61	12.82	1.1	24.4
2009	10.83	11.80	1250.58	106.97	9.4	36.0
2010	10.83	11.61	1233.10	(17.48)	(1.4)	34.1
2011	10.83	12.07	1276.99	43.89	3.6	38.9
2012	10.83	13.34	1396.88	119.89	9.4	52.0

14
15 General rate increases occurred in November 2002, April 2005, March 2006, April 2007,
16 January 2009, and January 2012. In 2009, the Fuel Adjustment Mechanism was implemented,
17 resulting in an annual true up of fuel costs and revenues, ultimately causing an associated rate
18 change in each subsequent year (a decrease in 2010 and increases in 2011 and 2012). In 2008

2013 General Rate Application (NSUARB P-893)
NSPI Responses to Affordable Energy Coalition Information Requests

NON-CONFIDENTIAL

1 and 2009, Demand Side Management (DSM) charges are included in the general rates, but as of
2 2010 these charges were separated from the electricity rates and are not included in the annual
3 cost for 2010, 2011 and 2012 provided in the table as these are amounts collected on behalf of
4 Efficiency Nova Scotia for the administration of efficiency programs.

5

6 In constant 2001 dollars, the increases are in the figure below.

7

Year	Annual Cost (nominal \$)	CPI*	Annual Cost (real \$)	YOY change (\$)	YOY change (%)	Compounded (%)
2001	919.25	1.00	919.25	-	-	-
2002	924.03	1.03	897.15	-22.10	-2.4	-2.4
2003	947.91	1.07	889.93	-7.22	-0.8	-3.2
2004	947.91	1.08	874.22	-15.71	-1.8	-4.9
2005	991.37	1.11	889.65	15.43	1.8	-3.2
2006	1077.90	1.14	947.67	58.01	6.5	3.1
2007	1130.79	1.16	975.90	28.23	3.0	6.2
2008	1143.61	1.19	958.36	-17.54	-1.8	4.3
2009	1250.58	1.19	1049.13	90.77	9.5	14.1
2010	1233.10	1.22	1012.45	-36.68	-3.5	10.1
2011	1276.99	1.26	1010.25	-2.20	-0.2	9.9
2012	1396.88	1.29	1082.84	72.60	7.2	17.8

8 *Nova Scotia Consumer Price Index

9

10 As a comparison, the increase in the cost of home heating oil in Halifax is shown in the figure
11 below.

12

Year	Avg Heating Oil Cost (nominal ¢/L)	YOY change (\$)	YOY change (%)	Compounded (%)	Avg Heating Oil Cost (real ¢/L)	Compounded Increase (%)
2001	54.69	-	-	-	54.69	-
2002	53.31	(1.38)	(2.5)	(2.5)	51.76	(5.4)
2003	61.42	8.11	15.2	12.3	57.40	4.9
2004	68.46	7.04	11.5	25.2	63.39	15.9

2013 General Rate Application (NSUARB P-893)
 NSPI Responses to Affordable Energy Coalition Information Requests

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Year	Avg Heating Oil Cost (nominal ¢/L)	YOY change (\$)	YOY change (%)	Compounded (%)	Avg Heating Oil Cost (real ¢/L)	Compounded Increase (%)
2005	83.63	15.18	22.2	52.9	75.35	37.8
2006	87.92	4.28	5.1	60.7	77.12	41.0
2007	84.02	(3.90)	(4.4)	53.6	72.43	32.4
2008	106.34	22.33	26.6	94.4	89.36	63.4
2009	74.35	(31.99)	(30.1)	35.9	62.48	14.2
2010	85.29	10.94	14.7	56.0	69.91	27.8
2011	106.87	21.58	25.3	95.4	84.81	55.1
2012	113.54	6.67	6.2	107.6	88.02	60.9

1 Source: Statistics Canada - Table 326-0009: Average retail prices for gasoline and fuel oil

NON-CONFIDENTIAL

1 **Request IR-50:**

2

3 **Has NSPI compared the rate increases for 2001-2012 against the Consumer Price Index,**
4 **increases in social assistance, increases in Old Age Security, and increases in the minimum**
5 **wage.**

6

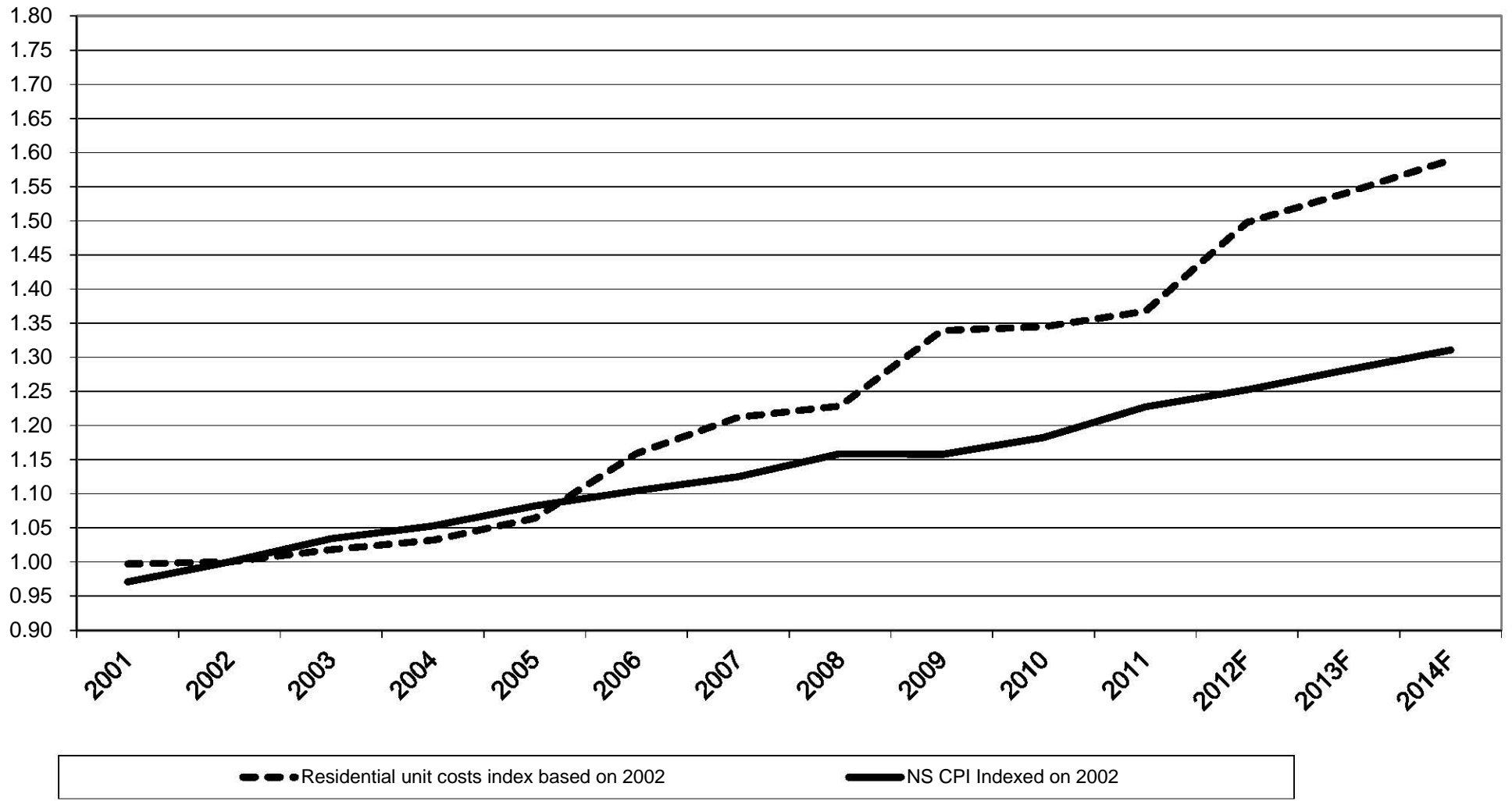
7 Response IR-50:

8

9 NS Power compares electricity rate increases to the Consumer Price Index. Please refer to
10 Attachment 1.

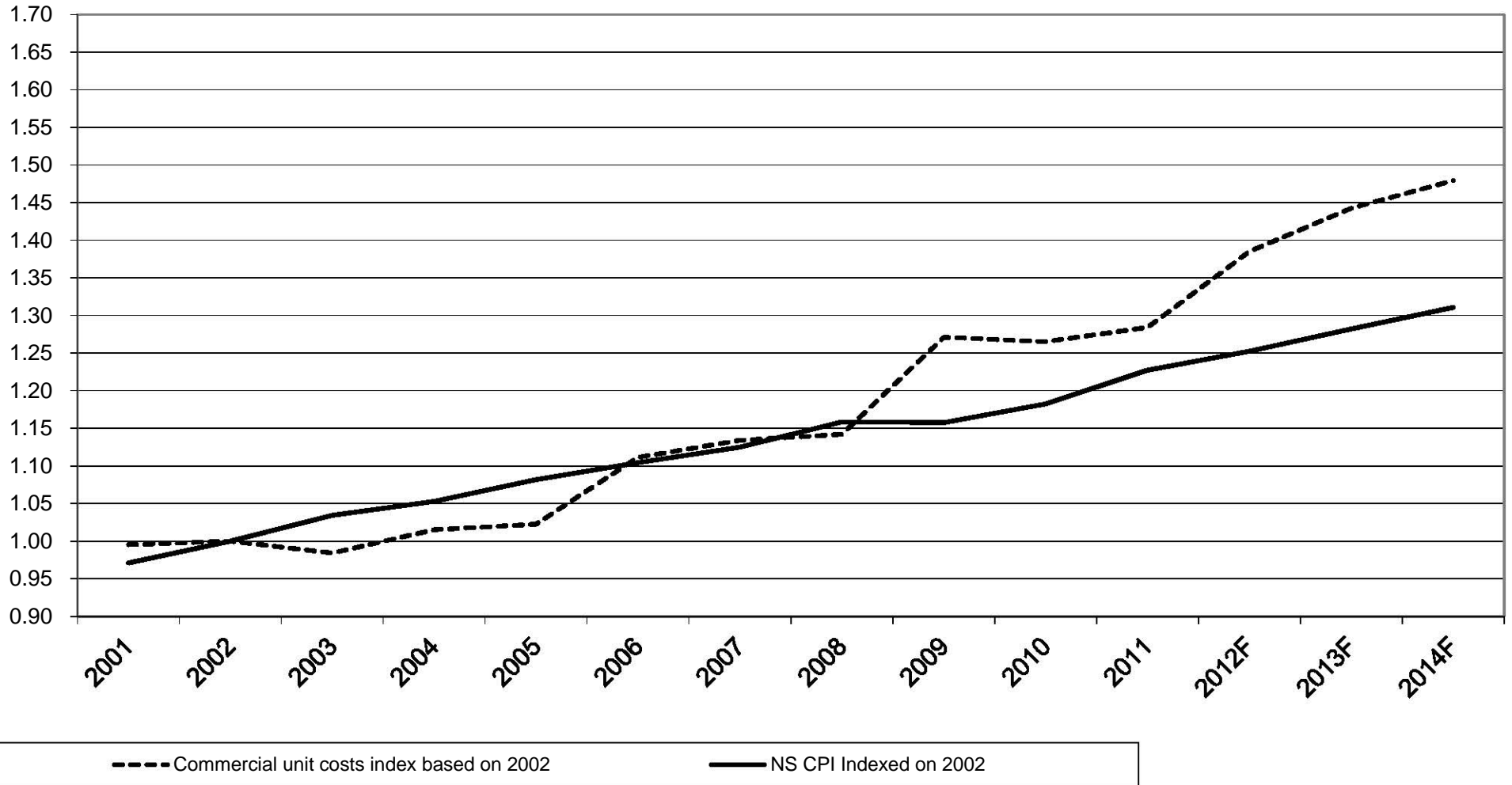
Residential Unit Costs of Electricity Index vs NS CPI

Index



Commercial Unit Costs of Electricity Index vs NS CPI

Index



Industrial Unit Costs of Electricity in Nova Scotia vs CPI

Index

