

Customer Rates



- Nova Scotia Power has 479,000 customers. There are different groups and classes which describe **who** they are, **how much** electricity they use and **when** they use it. Each customer group and class pays a different price (rate) for electricity.
- Revenue from customer rates pays for all the costs associated with running the electricity system - including fuel, the generation and transmission of power, taxes, and financing expenses.
- The five main customers groups are:

Customer Groups

Residential	Homes, condominiums, apartments
Commercial	Educational institutions or businesses like restaurants, retail stores, banks, malls or theatres
Industrial	Customers using electricity as an energy source in manufacturing
Municipal	Six municipalities in Nova Scotia that own and operate their own distribution services
Unmetered	Traffic and street lights

Residential

- 433,000 residential customers
- 90% of Nova Scotia Power customers
- Residential customers use about 36% of all energy produced
- They generate 43 % of Nova Scotia Power's revenue

Commercial

- 34,000 commercial customers
- 7.2% of Nova Scotia Power's customer base
- Commercial customers use about 27% of all energy produced
- They generate 28% of Nova Scotia Power's revenue

Industrial

- 2,500 industrial customers
- Less than 1% of Nova Scotia Power's customer base
- Industrial customers use about 34% of all energy produced
- They generate 24% of Nova Scotia Power's revenue.

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- Nova Scotia Power's application for new rates effective January 2009 requests an average 11.9 % price increase across all customer groups.

Customer Group	Proposed Increase (%)
Residential	12.1%
Commercial	9.6 - 12.1 %
Industrial	12.1 - 17.3 %
Municipal	12.1 %
Unmetered	6.4 %
Weighted Average	11.9%