

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: THE PUBLIC UTILITIES ACT

- and -

**IN THE MATTER OF: An Appeal of the Dispute Resolution Officer's Decision by a
customer of NOVA SCOTIA POWER INC. (NS Power) – Sherry
Dennis**

INFORMATION REQUESTS – Non-Confidential

To: **Nova Scotia Power Inc.**
Kathleen Murray
Regulatory Counsel
By email: Kathleen.Murray@nspower.ca

From: **Nova Scotia Energy Board**
Board Staff

Responses Due: **Wednesday, August 20, 2025**

Contact Person: **Anh Nguyen**
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Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 30th day of July 2025.



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

Please provide more information about Ms. Dennis' account with NS Power for [REDACTED]

- a) When did the account start?
- b) Did NS Power explain MyEnergy Insights to Ms. Dennis at the time? Does MyEnergy Insights provide information on the source of daily electricity consumption?
- c) Did Ms. Dennis create her MyAccount to access MyEnergy Insights?
- d) Has paper billing always been the agreed billing method for Mr. Dennis' account?
- e) When was meter #2056066 installed at the property? What type of meter is it?
- f) Meter #2553403 was installed at the property after meter #2056066 was removed for testing on March 5, 2025. What type of meter is meter #2553403?
- g) Please provide daily meter reads from meter #2553403 from March 5, 2025 until now.
- h) Please provide a copy of all the bills NS Power issued for Ms. Dennis' account.

Request IR-2:

On July 8, 2025, NS Power included Attachment 1 with its letter responding to Ms. Dennis' appeal to the Board. The attachment included daily meter reads for meters #2056066 (from November 1, 2023, to March 5, 2025) and #2553403 (from March 5 to 17, 2025).

There are dates from the list that did not have recorded usage data, e.g. October 8 to 10, 2024 were noted "No AMI Read Available". Does this mean the meter was not working on those dates?

Request IR-3:

Ms. Dennis requested to opt out of the AMI program on February 27, 2025, and again on March 27, 2025. NS Power responded with the opt-out link each time, with multiple follow-up emails in April 2025.

- (a) Please explain the process when a customer of NS Power wishes to opt out of the AMI program.
- (b) Is it a regular routine that NS Power sends follow-ups until the customer completes the request using the opt-out link?
- (c) NS Power said it reenrolled Ms. Dennis in the AMI program on April 23, 2025. Does this mean Ms. Dennis was no longer part of the AMI program after NS Power sent her the opt-out link in February and March 2025?
- (d) Did NS Power install a non-AMI meter at the property in place of meter #2553403?
 - i. If so, please provide the usage data from this new meter.

Request IR-4:

On July 21, 2025, in response to the information NS Power provided regarding her appeal, Ms. Dennis asked about the 15-minute billing cycle (using the highest amount for the cycle).

NS Power's website has a Demand Billing page under "Your Business" section that says "Demand bills have two components: the total amount of electricity used (the energy charge), and the highest amount used within a 15-minute interval at any time during the customer's billing period (the demand charge).

There is also a Reading Your Bill page under "Your Home" section that explains Current Demand as the customer's highest 15-minute interval average demand at any time during the billing period (the demand charge).

(a) Please explain Demand Billing.

(b) Does NS Power currently offer Demand Billing to its residential customers?

i. If yes, when did Demand Billing become an option for residential customers?

ii. How is the demand charge calculated?

iii. Does Ms. Dennis have Demand Billing with NS Power?

(c) If a residential customer has Demand Billing, does it show the Current Demand information in his/her MyEnergy Insights?