M12413

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)** – Adam Bowser

2ND 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: **Tuesday, March 17, 2026**

Contact Person: **Anh Nguyen**
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Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 3rd day of March 2026.

Lisa Wallace

Lisa Wallace, Chief Clerk of the Board

Request IR-3:

In its August 19, 2025, letter to the Board, NS Power suggested that the March 24 payment of $300 was applied against Mr. Bowser's account twice. It states on page four of the letter that

> Due to the cyber incident, NS Power experienced delays in issuing bills and processing payments. This led to a sequencing error in the May bill, which incorrectly showed the amount owing from the previous bill as -$8.87 instead of the correct amount of $291.13. The error occurred because the system processed Mr. Bowser's March 24 payment of $300 before calculating the "Amount owing from last bill," and then mistakenly applied the same payment again in the May bill. This issue was resolved by the July bill, which accurately reflects the correct balance and billing history. Confidential Attachment 3 links the bill amounts to the account ledger and outlines the calculations. NS Power apologizes for any confusion this may have caused and would be happy to arrange for a representative from Customer Care to review the bills and ledger with Mr. Bowser directly. [emphasis added].

In the same letter, page one of Attachment 3 (confidential) showed the calculations for the March - May 2025 bill. The March 24 payment appeared only once:

16-May-25	Bill Period: 14 Mar 2025 to 16 May 2025 (63 days)	Total	
	Amount owing from last bill (March)	$291.13	** see note 1
	Payment (3/24)	-$300.00	
	Amount owing from last bill (March) (after the 3/24 Payment)	-$8.87	** see note 2
	Payment (4/24)	-$250.00	
	Balance owing after last payment	-$258.87	
	Base Charge	38.34	
	Energy charges for May bill (2400 kwh)	$445.46	
	HST Tax	$67.73	
	Prov Rebate	-$43.54	
	Total Charges	$507.99	
	Total amount due on May bill	**$249.12**	

Considering the above

a) Did NS Power's billing system record the March 24 payment twice, and if so, how did that happen? How and when was it corrected?

b) How many payments did NS Power receive from Mr. Bowser from January 1 to June 30, 2025? Please provide details of these payments.

c) Please provide the dates that
   i. The March - May bill was produced
   ii. The March - May bill should have been produced, based upon their typical billing cycle
   iii. The March 24 payment was recorded in NS Power's system.

d) Please provide a breakdown for the March - May bill with the correct calculations, including the corrected "amount owing from last bill" and "total amount due".

e) Please explain how the process for producing the March - May bill differed from bill production in the typical bill cycle, and how that produced the "sequencing error" in Mr. Bowser's bill.

f) Is the sequencing error that happened the result of a software error? Please explain.

g) Is the sequencing error that happened the result of the cyber attack? Please explain.

h) Have invoices for other ratepayers been affected by similar sequencing errors? If so, have these invoices been corrected?