

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**

3RD 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: **Thursday, May 14, 2026**

Contact Person: **Anh Nguyen**
Analyst
Nova Scotia Energy Board
Tel: (902) 424-9285
anh.nguyen@novascotia.ca

Issued at Halifax, Nova Scotia, this 30th day of April 2026.



Lisa Wallace, Chief Clerk of the Board

1 **Request IR-4:**

2 The March 14 to May 16, 2025, bill shows an “amount owing from last bill” of -\$8.87. On page 4
3 of its letter to the Board dated August 19, 2025, NS Power explains that a sequencing error
4 occurred

5 ... because the system processed Mr. Bowser’s March 24 payment of \$300 before
6 calculating the “Amount owing from last bill,” and then mistakenly **applied the same**
7 **payment again** in the May bill. (emphasis added)

8
9 The presumption in this statement is that because the same \$300 payment was included twice,
10 the “Amount due Jul 21, 2025” of -\$50.88 on the March to May bill was incorrect by \$300. Hence
11 the correct amount would be \$249.12 ($-\$50.88 + \$300 = \249.12). The next bill (March 14 to July
12 14, 2025) starts with \$249.12 as the “Amount owing from last bill” (not -\$8.87), hence wiping out
13 Mr. Bowser’s credit.

14
15 However, in response to the Board’s information request IR-3 (a), NS Power states that “NS
16 Power’s billing system record did not record the March 24 payment twice”. On the surface, this
17 appears to contradict NS Power’s statement from its August 19 letter that they mistakenly “applied
18 the same payment again”.

19
20 Considering the above:

- 21 a) Please explain the apparent contradiction between the two statements.
22 b) Was the bill produced manually?
23 c) Regarding the “Amount owing from last bill” in the March to May bill:
24 i. Why did it not start with the amount owing from the previous bill of \$291.13?
25 ii. How does the billing system determine the date to be used for the “Amount owing
26 from last bill”?
27 iii. How does the billing system calculate the “Amount owing from last bill”?
28 iv. What did the billing system do incorrectly to produce the wrong “Amount owing from
29 last bill”?
30 d) The March to May bill covers service from March 14 to May 16. Does this mean that
31 i. Estimates aside, all electricity used during the service period is included in the bill?
32 ii. All payments received during the service period are included in the bill?

Request IR-5:

NS Power's response on August 19, 2025, included a copy of the March to May bill which shows the May 16 billing date, a \$300 payment received on March 24 and a \$250 payment on April 24. NS Power's response to IR-3(c)(i) says the March to May bill should have been produced on May 17 but was produced on June 17, 2025.

NS Power also included in this response a Statement of Account which shows a \$300 payment on May 26, 2025, resulting in a balance of -\$50.88.

- a) Why did the March to May bill, produced on June 17, not include the May 26 payment?
- b) Was the May 26 payment included in the March to May bill but mislabelled as March 24?
 - i. If so, why was this not explained to the customer?
 - ii. If so, was the May 26 payment included again in the March to July bill?
- c) With respect to "Amounts owing from last bill" and "Payment received"
 - i. Do the billing system and the Statement of Account system retrieve information directly from the same data source?
 - ii. Does the billing system retrieve data from sources other than those used by the Statement of Account?
- d) Does the billing system used by NS Power double-check to confirm that the amount due on the printed bill matches the amount due in the accounting system on the billing date?
 - i. If so, did this double-check fail for the March to May 2025 bill and why?

Request IR-6:

If the credit of \$50.88 on the March to May bill is incorrect, why does the Statement of Account included in NS Power's August 19, 2025, response to the Board regarding Mr. Bowser's appeal (Attachment 1, page 8) show a payment of \$300 and a credit of \$50.88 on May 26, 2025?

Request IR-7:

Customer invoices with the first meter read following an estimated bill show amounts over or under paid netted against any new charges. This makes the bills difficult to compare and understand. Please reproduce the customer invoices (using the same approximate format as used in bills) for the:

- a) March to May Bill, showing the calculations for the estimated bill that would have been shown on the bill, if the bill had been printed on May 17, 2025.

- 1 b) March to July Bill showing the calculations in two separate parts:
- 2 i. Any amounts being refunded due to the estimated bill being incorrect (assuming it
- 3 had been correctly printed on May 17), and
- 4 ii. All amounts for the March to July period, as if one bill had been issued for the power
- 5 consumed for the four months of March, April, May and June.