

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**

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, September 18, 2025**

Contact Person: **Anh Nguyen**
Analyst
Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 28th day of August 2025.



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

Please provide more information about Mr. Bowser' account with NS Power for [REDACTED]

- a) When did the account start?
- b) When was meter #2241226 installed at the property? What type of meter is it?
- c) Was meter #2241226 tested before being installed at the property or any time from the day it was installed until now?
- d) Does NS Power have regular testing or maintenance schedule for its customers' meters?
- e) Please provide Mr. Bowser's daily usage data between January 1 and August 1, 2025.
- f) Please provide Mr. Bowser's payment data between January 1 and August 1, 2025.

Request IR-2:

- a) Please explain the impact of the cyber incident on NS Power customers' meters and the usage data they transmit.
- b) Do all meters require a quality check after the cyber incident?
- c) Does NS Power's staff test the meters before making a true read after the cyber incident?
 - i. If yes, how was the test done? What does NS Power do with the test results?
 - ii. If no, how does NS Power ensure that the cyber incident did not cause the meters to work abnormally?