

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) – Leslie
Axford**

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: **Monday, January 5, 2026**

Contact Person: **Anh Nguyen**
Analyst
Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 8th day of December 2025.



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

Ms. Axford started account #1638031-3 with NS Power at 61 Levy Road, Hackett's Cove, with meter #2056840, on October 25, 2024.

The Usage Information Report dated October 24, 2025 showed NS Power did a true read (not estimated) on November 11, 2024.

- a) What kind of meter is meter #2056840?
- b) Was the meter read in person on November 4, 2024?
- c) Did NS Power test the meter on October 25, 2024?
 - i. If yes, what was the test result?
 - ii. If no, why not?
- d) Did NS Power discuss a meter test with Ms. Axford at any point during her dispute with NS Power, her appeal with the DRO or her appeal with the Board?
 - i. If yes, what was the decision on the meter test?
 - ii. If no, why not?
 - iii. Please have Ms. Axford meter tested at NS Power's Measurement Canada certified test center and provide the test result.
- e) Did NS Power take a true meter read on October 25, 2024?
 - i. If yes, why did the Usage Information Report not show a meter read for that day?
 - ii. If no, why not? When did NS Power take the meter read of 19,036.71 kWh (showed as "Last meter read" in Ms. Axford's bill dated November 4, 2024)?
- f) Does NS Power have any records of the account setup process it had with Ms. Axford on October 25, 2024?
- g) Is it routine that NS Power continues existing billing/ payment/ streetlight rental arrangements with the new account at the same address? How does NS Power communicate these types of arrangements with its new customers?
- h) Why were Ms. Axford's bills dated July 9 and August 14, 2025 estimated? How did NS Power estimate the usage?
- i) What impact(s) does the cyber incident have on Ms. Axford's meter read during the billing period in question (November 4, 2024 – June 10, 2025)?

Request IR-2:

On July 11, 2025, NS Power switched Ms. Axford's account from seasonal to standard billing.

1 From the copies of Ms. Axford's bills provided in her appeal, Automatic Payment (PaySmart Plan)
2 was noted on the bills dated December 12, 2024, February 13, April 11, July 9 and August 14,
3 2025.

4 On August 15, 2025, Ms. Axford contacted NS Power regarding the automatic withdrawal of
5 \$2,141.86 from her bank account on August 12, 2025.

6 a) When was Ms. Axford's payment plan setup? Please provide details of the plan.

7 b) Why was Automatic Payment not noted on the Ms. Axford's first seasonal bill dated
8 November 4, 2024?

9 c) Why was Automatic Payment still noted on the bill issued on August 14, 2025 (after Ms.
10 Axford's account was switched back to regular billing on July 11, 2025)?

11 d) NS Power suggested Ms. Axford to turn off auto-pay. Why could NS Power not turn off
12 this payment arrangement from its end?

13
14 **Request IR-3:**

15 Following her inquiry on August 15, 2025, Ms. Axford followed up with NS Power multiple times
16 on August 18, 22 and 26, 2025.

17 NS Power confirmed the overcharge on August 26 but did not issue a revised bill until September
18 23, 2025.

19 On September 24, 2025, NS Power's employee emailed Ms. Axford explaining the \$302.17 credit
20 amount. When she responded to that email for more information, she received an automatic reply
21 that said NS Power were not actively managing email enquiries while working to restore systems
22 impacted by the cyber incident.

23 a) Why did it take NS Power almost a month to adjust the bill for the overcharge?

24 b) If NS Power's protocol is to adjust previous charges in the following bill (as a credit) and
25 not in a cheque (as a refund), why did NS Power not explain that to Ms. Axford?

26 c) Did NS Power pay interest on Ms. Axford's credit amount? Why or why not?

27 d) Please explain any recent changes in NS Power's procedures for customers' enquiries
28 due to the cyber incident.

29 e) If NS Power does not manage email enquiries, does NS Power assign additional
30 resources to dealing with customers' inquiries over the phone?

31 f) Has the cyber incident impacted the amount of time NS Power spends on handling
32 inquiries and complaints?