

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: THE PUBLIC UTILITIES ACT

- and -

**IN THE MATTER OF: A DRO Appeal regarding Billing by a customer of NOVA SCOTIA
POWER INC. (NS Power) – Ralph Doncaster**

NON-CONFIDENTIAL INFORMATION REQUESTS

To: **Kathleen Murray**
Regulatory Counsel
Nova Scotia Power Inc.

By e-mail: Kathleen.murray@nspower.ca

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

Responses Due: **Wednesday, December 31, 2025**

Copies: 1 electronic copy (PDF searchable)

Contact Person: **Ms. Rianne MacDonell, P.Eng.**
Senior Advisor
Nova Scotia Energy Board
T 902 424 4448

E-mail: rienne.macdonell@novascotia.ca

Issued at Halifax, Nova Scotia, this 10th day of December 2025



Lisa Wallace, Chief Clerk

1 **Request IR-1:**

2 Reference Exhibit D3 NS Power's Response to Appeal. Page 2 states

3 The representative also clarified that the May bill was estimated using an average of 86.3 kWh
4 per day from May 2024 and that the account was aggregated with a primary net metering
5 account, which resulted in unallocated generation and a higher bill.

- 6 a) Reference the invoices included on pages 30, 32 and 34. Under past electric use on the
7 right hand side of the invoices the May 24 energy usage is listed as 26.0 kWh per day.
8 Please explain why the invoices have 26.0 kWh and the estimate used is 86 kWh.
9 b) How is the generation portion of the invoice accounted for in the final invoice to the
10 customer? If it has not, please explain when it will be included.
11 c) Please provide the historical May invoice usage, days, and kWh from 2017 through 2025.
12

13 **Request IR-2:**

14 Reference NS Power's website ([Understanding your bill| Nova Scotia Power](#)) under the
15 Estimated Bills section it states "If you are concerned about an estimated bill and have not had
16 a physical meter read, you can take a photo of your meter display and send it to us. We'll use
17 this information to adjust your bill based on your actual usage."

- 18 a) When was this information put on NS Power's website? Was it before the cyber security
19 event? Was it before May 9, 2025?
20 b) Did NS Power tell the customer to take a picture of the meter reading as a basis for the
21 power consumption when the account was being closed? If not, why not?
22

23 **Request IR-3:**

- 24 c) How often does the NS Power system obtain meter readings from AMI meters prior to the
25 cyber security event (hourly, daily, weekly etc.)?
26 d) What was the last date that the customer's AMI meter sent a reading to NS Power's
27 system? Please provide the date and meter reading.
28 e) Once the systems are restored can NS Power obtain historical meter reads from the
29 customer's AMI meter?
30 f) How is NS Power prioritizing meter reads?
31 i. Are customers that are closing their accounts prioritized for meter reads? If not,
32 why not?
33 g) Please describe the process for closing an account for non smart meter accounts.
34 i. If the property did not have a smart meter would NS Power have sent someone to
35 read the meter when the account is closed?

- 1 ii. Why wasn't the process followed for all accounts being closed after the cyber
2 security event?
3

4 **Request IR-4:**

5 Reference Exhibit D3 NS Power's Response to Appeal. Page 12 contains the statement of
6 account and pages 30 – 35 contain the invoices of the account.

- 7 a) Is Mr. Doncaster listed as an owner of the account?
8 b) When was the account opened?
9 c) Have there been any changes to the account over time (owner, net metering etc.)?
10

11 **Request IR-5:**

12 Reference Exhibit D3 NS Power's Response to Appeal. Page 13 contains the usage information
13 report.

- 14 a) Are the readings on the read date estimates or actual meter reads? Please indicate which
15 ones are estimates.
16 b) What does the U and R represent?
17 c) From March 29, 2017, through September 26, 2022, there is one meter reading for each
18 read date. From November 22, 2022, through March 18, 2024, there are two meter
19 readings for each read date. From May 21, 2024, through May 9, 2025, there are three
20 meter readings for each read date. Please explain.
21

22 **Request IR-6:**

23 Please provide all invoices for Mr. Doncaster's account since March 2017.
24

25 **Request IR-7:**

26 Reference Exhibit D3 NS Power's Response to Appeal. Page 1 states a tenant at the customer's
27 rental property scheduled a connection. This request automatically triggered the disconnection
28 of the customer's service.

- 29 a) Who is allowed to disconnect service? Do you need to contact the account holder prior to
30 disconnection to confirm? If so was this done? If not, why not?
31 b) Is the customer enrolled in the Automatic Landlord Program?