

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) – Eugene
Van Den Berg**

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, January 6, 2025**

Contact Person: **Eric Kirby, CPA, CMA**
Senior Advisor
Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 16th day of December 2025.

Pamela McGarrigle

Lisa Wallace, Chief Clerk of the Board

Request IR-1:

Please provide a copy of all the bills NS Power issued for Eugene Van Den Berg, dating back to January 2023.

Request IR-2:

- a) What was the appellant's total and average usage for the same 6 months in 2024?
- b) What was the appellant's total and average usage for the same 6 months in 2023?

Request IR-3:

- a) Did NS Power perform a meter test on the meter at the premises in question?
 - i. If not, why not?
 - ii. If yes, what were the results of the test?
- b) How long does it normally take NS Power to handle a meter test request?

Request IR-4:

- a) In the reconciliation of amount paid and due after an actual meter read, why is the full amount paid (Base and energy) to date shown on a line-item titled Energy?
- b) Does NS Power agree that calling the combined base charges and energy charge amounts previously paid "Energy", when in current bills only the variable portion is called Energy, is confusing to customers?
- c) Would it be more accurate to not include base charges in the "Energy" line item on amounts previously paid?
 - i. If yes, why are base charges not broken out so it is easier to reconcile?
 - ii. Since it is not broken out this way, when a customer complains, why does a representative dealing with a customer not break out the amounts owed and paid over the period by base and energy charges to make it much less confusing for them?
- d) Is the reason the amount paid is not broken out to usage and base charges due to system limitations?
 - i. If yes, are there any plans to update the system to allow for this level of detail?
 - a. If not, why not?
 - b. If yes, when is it planned for?