

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: Eugene Van Den Berg

By email: [REDACTED]

**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
Tel: (902) 424-9292
eric.kirby@novascotia.ca

Issued at Halifax, Nova Scotia, this 16th day of December 2025.

Pamela McGarrigle

Lisa Wallace, Chief Clerk of the Board

Request IR-1:

In your appeal, you noted that you wanted the DRO and/or NS Power to address your “critical points of dispute ...”

Please provide the critical points of dispute you would like the Board to address as part of your appeal of the DRO’s decision.

Request IR-2:

In your appeal to the Board, you noted that, “Equipment appears to be faulty too following the NSP cyberattack.”

a) As part of this complaint and appeal process, have you requested that the meter be tested?

i. If not, why not?

ii. If yes, do you know if the meter was tested and what the results were?

Request IR-3:

Referring to your request A, B, and C:

a) Regarding “Small double billings from above based on your data overlaps:” Please provide the backup information you used to determine that there were overlapping days in the usage you were billed for.

b) How did you determine the two amounts of kWh’s overbilled?

c) Why did you use usage over a short period of time to calculate an average that should be used to determine the amount you should have been billed, rather than actual usage from March to September?

Request IR-4:

Please indicate the amount of usage and base charges in total, between March 20, 2025, and September 16, 2025, you think you should have been charged for, keeping in mind that the July 24, 2025, and May 23, 2025, bills were estimated.