

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) – Swati
Patel**

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: **Friday, March 20, 2026**

Contact Person: **Anh Nguyen**
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Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 27th day of February 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

On December 29, 2025, NS Power explained that the estimated usage in Ms. Patel's May 2025 bill was based on historical consumption data for the property and seasonal factors.

- a) When did Ms. Patel start account #2405524-6 with NS Power?
- b) What kind of meter is meter #2445360?
- c) Please provide a copy of all the bills NS Power issued in Ms. Patel's account before the March 2025 bill.
- d) Please explain how NS Power generated the estimated usage of 1,765 kWh for the 63-day period between March 14 and May 16, 2025, and what the seasonal factor was.
- e) Please explain how NS Power generated the estimated usage of 2,548 kWh for the 65-day period between July 14 and September 17, 2025, and what the seasonal factor was.
- f) Please explain how NS Power generated the estimated usage of 6,346 kWh for the 127-day period between July 14 and November 18, 2025, and what the seasonal factor was.

Request IR-2:

On December 29, 2025, NS Power said that it explained to Ms. Patel on July 23, 2025, that the May 2025 bill was estimated and the July 2025 bill included the adjustment for the May 2025 bill, and that Ms. Patel expressed concern that the bill was high for a four-month period.

NS Power also noted that Ms. Patel's MyEnergy Insights was not yet available for the July 2025 bill to provide a detailed breakdown.

- a) Did NS Power address Ms. Patel's concern on July 23, 2025, regarding the high bill?
 - i. If yes, please provide the correspondence details.
 - ii. If no, did NS Power later investigate or explain Ms. Patel's usage during those four months (March to July 2025)?
- b) When was Ms. Patel's MyEnergy Insights set up so that she could access her usage and billing information?
 - i. If it was not at the time her account was created with NS Power, why not?
- c) Please explain why Ms. Patel's MyEnergy Insights was not available for a breakdown of the charges in the July 2025 bill.

Request IR-3:

On November 28, 2025, NS Power mentioned to the DRO that if a customer provides a picture of their meter read, NS Power will adjust the bill based on the actual usage.

Ms. Patel provided the picture of her meter reading on December 1, 2025, and NS Power issued a reconciled bill on December 5, 2025. Ms. Patel informed the DRO on December 8, 2025, of her concerns regarding the inaccuracy of the consumption estimates after the cyber incident and her high consumption during one billing cycle.

- a) Considering the bill dated December 5, 2025, was for service period between November 18 and December 1, 2025, did NS Power explain to Ms. Patel at the time how it calculated the charges as a reconciled bill for the previous estimated bill?
- b) Please explain how NS Power estimated Ms. Patel's consumption using the best available data and made the necessary adjustments after obtaining an actual meter reading following some estimated readings, as required in Regulation 5.1.
- c) What is NS Power's plan to improve its communication and inquiry handling process with its customers and billing adjustments following the cyber incidents?

Request IR-4:

On December 29, 2025, NS Power mentioned that Ms. Patel's July 2025 bill included a deposit refund and interest credit. It explained that the security deposit equals three months of service and that when Ms. Patel reached two years of satisfactory payment history, the return of her deposit with interest was triggered.

- a) When did Ms. Patel make the security deposit?
- b) How did NS Power calculate the amount of the deposit, considering Ms. Patel was a new customer at the time?
- c) Please demonstrate how the interest on the deposit was calculated.