

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**

2ND 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, April 20, 2026**

Contact Person: **Anh Nguyen**
Analyst
Nova Scotia Energy Board
Tel: (902) 424-9285
anh.nguyen@novascotia.ca

Issued at Halifax, Nova Scotia, this 2nd day of April 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-5:

In the calculation NS Power provided in response to the Board's information request IR-1(d), NS Power used historical usage from May and July 2024 bills from "previous account" and September 2024 bill from "current account" to estimate Mr. Patel's usage for the May 2025 bill.

- a) Please clarify whose "previous account" it was – Mr. Patel's previous account with NS Power from a different address, or the account for the previous customer at 185 Greenwood Avenue?
- b) Why did NS Power not use the historical usage from Mr. Patel's May and July 2024 bills, i.e. "current account"?
- c) Is it NS Power's method of estimating usage for its customers to use data from three consecutive bills starting from the same time the year before?
- d) Did NS Power consider any seasonal factor in its estimation? If yes, please provide details.

Request IR-6:

In response to the Board's information request IR-1(e), NS Power used the historical usage from Mr. Patel's September 2024 and July 2025 bills, skipping his (estimated) May 2025 bill, to estimate his usage for the September 2025 bill.

- a) Why did NS Power not use the historical usage from Mr. Patel's November 2024 and January 2025 bills in this calculation?
- b) Why was the historical usage from Mr. Patel's July 2025 bill relevant in the estimate for the September 2025 bill?
- c) Please provide a copy of Mr. Patel's September 2024 bill. It was not included in NS Power's response to the Board's information request IR-1.