

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 INCORPORATED (NS
POWER) – Hunter Cooling**

NON-CONFIDENTIAL INFORMATION REQUESTS

To: **Blake Williams**
Regulatory Counsel
Nova Scotia Power Inc.
1223 Lower Water Street
Halifax, NS B3J 3S8
By email: blake.williams@nspower.ca

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

Responses Due: **Wednesday, May 27, 2026**

Copies: 1 electronic copy (PDF searchable)

Contact Person: **Chris Jiang, P.Eng.**
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Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 5 day of May, 2026.



Lisa Wallace, Chief Clerk of the Board

1 **Request IR-1:**

2 Were the customer's meter readings affected by NS Power's cybersecurity incident?

- 3 a. If so, do the customer's consumption records reflect actual meter readings or estimated
4 values?

5
6 **Request IR-2:**

7 Please explain whether NS Power proceeded any investigations pursuant to NS Power
8 Regulation section 5.5, Billing Adjustments?

- 9 a. If no investigation was conducted, please explain the reasons.

- 10 b. If an investigation was conducted under section 5.5, please describe the findings and the
11 final step.

12
13 **Request IR-3:**

14 Please explain when and how NS Power intends to update the NS Power regulation to reflect
15 the changes arising from Bill 145, including the transition to the Self-Generating Option.