

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) – Dave
Lincoln**

Non-Confidential - INFORMATION REQUESTS

To: **Nova Scotia Power Inc.**
Kathleen Murray
Regulatory Counsel
By email: Kathleen.Murray@nspower.ca

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

Responses Due: **Wednesday, May 20, 2026**

Contact Person: **Miranda Mavhunga**
Senior Advisor Finance
Nova Scotia Energy and Regulatory Boards Tribunal
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Issued at Halifax, Nova Scotia, this 28th day of April 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

- a) Please prepare and provide one consolidated schedule in Excel format covering the period of October 2017 to present, which integrates all account, billing, and meter data for the subject account. The schedule must include, at a minimum, the following fields for each billing period and transaction:
- i. Account/Billing Information;
 - ii. Bill date;
 - iii. Transaction date;
 - iv. Transaction type (e.g., CHG, PAY, ADJ, LCG);
 - v. Transaction amount (+/-);
 - vi. Running account balance;
 - vii. Meter and Usage Information;
 - viii. Meter number;
 - ix. Read start date and read end date;
 - x. Start read and end read Usage (kWh) for the period;
 - xi. Read type (Actual vs Estimated);
 - xii. Indication of any corrected, reversed, or adjusted reads; and
 - xiii. Whether there was a payment plan in place (STBP, STBE, SA or other) and the payments required under the plan.
- b) Please ensure the schedule is fully reconciled and that the total of all transaction's ties to the current outstanding balance claimed, and all usage values correspond to the underlying meter readings provided.
- c) Within the same schedule (or clearly referenced to it), identify and explain any of the following:
- i. Any periods where meter readings show "0.00" or other inconsistent values relative to recorded usage.
 - ii. Any instances of duplicate billing dates with differing usage or charges.
 - iii. Any negative, adjusted, or corrected usage entries, including the reason for the adjustment.
 - iv. Any periods where estimated reads were used and later trued-up, including quantification of the impact on billed usage and charges.
 - v. Any periods where the data has been reconstructed, corrected after the fact, or is otherwise incomplete, including an explanation of why and how the reconstruction was performed.

Request IR-2:

For each billing period (2017–present):

- a) Please provide a step-by-step calculation of charges, including; kWh consumption, applicable rates, fixed and other charges.
- b) Confirm whether any multipliers or adjustments were applied to meter reads.
- c) Provide a worked example showing how a typical bill was calculated from raw reads to final dollar amount.

Request IR-3:

Provide the methodology used to determine:

- a) The \$803/month payment arrangement and the \$561/month usage estimate.
- b) The \$592/month payment arrangement and the \$496/month usage estimate.
- c) For each determination, specify:
 - i. The time period of consumption used.
 - ii. Whether estimated reads were included.
 - iii. Whether recent consumption was weighted more heavily.
- d) Provide a recalculation of monthly usage using the last 12 months of actual reads only, excluding estimated periods.

Request IR-4:

Please provide copies of all payment agreements (2017–present).

- a) For each agreement, confirm:
 - i. Whether it was in writing;
 - ii. Whether it was signed by the customer and if not, why not;
 - iii. Duration of agreement;
 - iv. Payment terms; and
 - v. When and why the agreement ended.
- b) If no signed agreements exist, explain how Nova Scotia Power Inc. (NS Power) considers itself compliant with Regulation 6.5 which requires written agreements for payment arrangements that extend beyond 30 days.
- c) Confirm whether any arrangements were imposed unilaterally by NS Power.
- d) Provide documentation relating to any Veterans Affairs (VAC) involvement in establishing payment terms.

- 1 e) Confirm whether the account holder provided explicit consent or whether payments were
2 directed or negotiated through a third party.
- 3 f) Who is the current account holder? Did this change over time? When and who authorized
4 any changes? Provide copies of any documentation NS Power has regarding changes to
5 account holders.

6

7 **Request IR-5:**

8 Confidential Attachment 3 to NS Power's response to the appeal (Exhibit L-7), refers to NS Power
9 taking instructions from Micheline (Mr. Lincoln's wife) and Mitzi (Veteran's Affairs). Did Mr. Lincoln
10 provide authorization to NS Power for these people to make changes to his billing arrangements?
11 If so, when and provide documentation confirming that authorization was provided. If not, why
12 not?

13

14 **Request IR-6:**

15 With respect to the meter change:

- 16 a) On what date was the meter changed?
- 17 b) Why was the meter changed? Were there any issues with the existing meter or billing?
- 18 c) Who authorized the meter change? If it was Mr. Lincoln, provide proof of his authorization.
19 If it was not Mr. Lincoln, identify who authorized the change and provide evidence
20 demonstrating that this individual had Mr. Lincoln's permission to do so.

21

22 **Request IR-7:**

23 In Confidential Attachment 1, page 20 or 41, Mr. Lincoln states, "... I am prepared to make a
24 single monthly payment in the range of \$300 - \$350 per month ...". Is this payment arrangement
25 acceptable to NS Power? If not, why not?

26

27 **Request IR-8:**

28 Page 6 of NS Power's response to the appeal (Exhibit L-7) states that it accepts the Dispute
29 Resolution Officer's (DRO) direction for a 24-month payment plan based on payment of
30 \$594/month (\$496 usage and \$96 arrears).

- 31 a) When did NS Power set up this new payment plan?
- 32 b) The DRO's decision is dated March 6, 2026. Provide copies of all bills issued to Mr. Lincoln
33 after March 6 and if any of these bills were not based on the \$594/month payment plan
34 explain why.

Request IR-9:

Confidential Attachment 3, page 6 of 11, to NS Power's response to the appeal (Exhibit L-7) refers to paying \$2,500 to "secure their account", which appears to have been paid on June 4, 2024.

- a) Please explain the rationale for requiring this payment.
- b) Provide the dates and amounts of all similar payments made to "Secure their account".
- c) It is NS Power's practice to require such payment prior to entering into payment arrangements with customers? Why? What authority does NS Power rely on to justify requiring such payments?

Request IR-10:

With respect to the arrangement to pay \$510/month:

- a) Confidential Attachment 3, page 3 of 11 to NS Power's response to the appeal (Exhibit L-7) appears to indicate that despite the arrangement, NS Power was not issuing bills in the amount of \$510 per month to Mr. Lincoln, why?
- b) Why did NS Power only bill \$510 every two months between November 2020 and April 2021?
- c) Why did NS Power bill \$1,020 per month (\$510 x 2) between January and May 2022?

Request IR-11:

Confidential Attachment 3, page 4 of 11, refers to a July 18, 2024 change from STPB to STBE requested by Mitzi of Veteran's Affairs and that the monthly amount is now \$732 (\$586 usage and \$146 arrears). Why, following this change, were no monthly bills issued for \$732, and instead bills of \$1,464 were issued in each of July, August and September 2024?

Request IR-12:

Confidential Attachment 3, page 6 of 11, refers to Mr. Lincoln requesting STBP over 12 months of \$878 (\$584 usage and \$293 arrears). Why then, did NS Power bill only approximately \$800 per month between March and June 2025, then approximately \$1,600 in each of August, September and October, and then \$2,392 in December?