

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) – Emily Martin**

INFORMATION REQUESTS

To: Emily Martin

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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

Responses Due: Friday, May 29, 2026

Copies: 1 electronic copy (PDF searchable)

**Contact Person: Miranda Mavhunga
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Nova Scotia Energy Board
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Email: Miranda.Mavhunga@novascotia.ca**

Issued at Halifax, Nova Scotia, this 15th day of May 2026.

Lisa Wallace, Chief Clerk of the Board

Request IR-1:

Please explain, in clear terms, the basis of your dispute with the February 2026 bill. Specifically, please indicate whether your concern relates to:

- a) The accuracy of the meter;
- b) The accuracy of the meter readings;
- c) The calculation of the bill;
- d) The overall level of electricity consumption recorded for the billing period; or
- e) Any other reason.

My concern relates to the stated electricity consumption on the February 2026 bill. The stated consumption of nearly 10,000 kWh is not sufficiently explained by my calculated estimates of energy use from appliances and heating systems at my property, nor by the average daily temperature over the billing period. Furthermore, Nova Scotia Power could not provide supporting documentation to explain the kWh usage, or why it continues to trend upwards with no material changes in electricity use habits at my property (please see February 2025 and 2024 bills for comparison).

Request IR-2:

Please advise whether there were any material changes at the property between 2023 and 2026 that may have affected electricity usage, including, for example:

- a) Changes in occupancy;
- b) Changes in heating usage or thermostat settings;
- c) Increased time spent at home;
- d) Installation of new appliances or equipment;

In August of 2023 I had a ducted heat pump and indoor air handler installed. Please refer to previously submitted documentation that details the specifications for electricity consumption.

- e) Use of supplemental heating sources; or
- f) Renovations or additions to the property.

Request IR-3:

Please confirm whether your dispute relates solely to the February 2026 bill, or whether you also believe prior bills issued between 2021 and 2025 were inaccurate.

My dispute relates solely to the February 2026 bill. I cited previous bills as comparative factors to illustrate the consistent, proportional increase in kWh usage that is not explained by weather, new electrical draws at my property, or changes in electricity use habits at my property.