

NOVA SCOTIA ENERGY BOARD

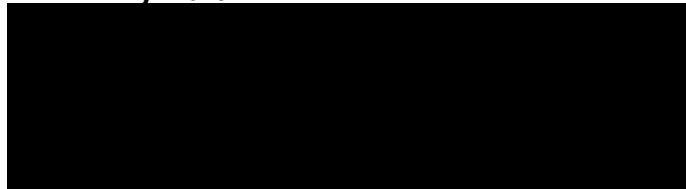
IN THE MATTER OF: THE PUBLIC UTILITIES ACT

- 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



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

Responses Due: Friday, May 29, 2026

Copies: 1 electronic copy (PDF searchable)

**Contact Person: Miranda Mavhunga
Senior Advisor Finance
Nova Scotia Energy Board
3rd Floor, 1601 Lower Water Street
Halifax, NS B3J 3S3
Tel: (902) 424-4448
Email: Miranda.Mavhunga@novascotia.ca**

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

A handwritten signature in blue ink that reads "Lisa Wallace".

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.

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;
- 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.