

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: Nova Scotia Power
Jennifer Ross
Director, Regulatory Planning & Compliance
By email: jennifer.ross@nspower.ca

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



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

Please prepare and provide one consolidated schedule in Excel format covering the period December 2021 to present, which integrates all account, billing, and meter data for the subject account. The schedule should 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); and
- xii. Indication of any corrected, reversed, or adjusted reads.

Request IR-2:

NS Power states that the June 2025 and October 2025 bills were estimated and subsequently reconciled through later true reads.

- a) Please quantify precisely how much consumption associated with the estimated billing periods was subsequently recovered in: August 2025; December 2025; and/or February 2026.
- b) Please explain whether any portion of the 9,483kWh billed in February 2026 reflects prior period deferred consumption.
- c) Please provide the methodology used to allocate reconciled usage across billing periods.

Request IR-3:

The customer's meter history reflects multiple meter replacements, including transition to AMI metering. Please provide:

- a) The reason for each meter replacement from 2023 onward.
- b) Confirmation whether any meter exchanges coincided with AMI integration activities.

- 1 c) Confirmation whether any AMI interval data was unavailable, reconstructed, estimated, or
2 backfilled during the relevant billing periods.
3

4 **Request IR-4:**

5 The customer states that she was advised that certain daily usage data was unavailable due to
6 the cybersecurity incident.

- 7 a) Please describe what specific customer usage data was unavailable, inaccessible,
8 reconstructed, or otherwise impacted as a result of the cybersecurity incident.

- 9 b) Please explain whether NS Power's inability to access interval usage data impacted:
10 billing accuracy, estimation methodology, or meter validation procedures.