

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) – Allan
King**

INFORMATION REQUESTS – Non-Confidential

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

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

Responses Due: **Friday, June 19, 2026**

Contact Person: **Anh Nguyen**
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Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 29th day of May 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

On April 1, 2026, NS Power provided Mr. King's Statement of Account that showed the first charge dated February 26, 2024, for [REDACTED]. However, the Account Usage Info from the same Attachment 1 showed the earliest meter read on June 27, 2023.

(a) Please confirm when NS Power started Mr. King's account at this property.

(b) What kind of meter does the property have?

(c) When was meter #2147843 installed at the property?

(d) Was the meter tested when it was first installed at the property?

i. If yes, what was the test result?

ii. If no, why not?

(e) Was the meter tested when Mr. King's account started at this property?

i. If yes, what was the test result?

ii. If no, why not?

(f) Did NS Power discuss a meter test with Mr. King at any point during his dispute with NS Power, his appeal with the DRO or his appeal with the Board?

i. If yes, what was the decision on the meter test?

ii. If no, why not?

Request IR-2:

According to the copies of Mr. King's bills NS Power provided the Board on April 1, 2026, there were four estimated bills issued in June, August, October and December 2025.

(a) Please explain in detail how NS Power estimated the consumption in each of these bills?

(b) If NS Power now has access to usage data that was not available during the cyber incident, please provide Mr. King's actual consumption for these billing periods.

(c) Please provide a copy of Mr. King's April 2026 bill.

(d) What does rate code 02B in Mr. King's bills mean?

(e) Does the rate code affect NS Power's estimates of his consumption?

i. If yes, please explain.

ii. If no, does the rate code affect his energy charges?

Request IR-3:

Mr. King's February 2026 bill showed that his meter was read on February 20, 2026.

(a) Did NS Power read the meter in person or wirelessly that day?

(b) If the meter read in Mr. King's April 2026 bill is also a true read, was the meter read wirelessly as well?

Request IR-4:

In Attachment 3 NS Power provided on April 1, 2026, the Utility Contacts by Account # (UCAC) – CIS3315 dated February 7, 2025 mentioned that Mr. King asked about the upfront cost to switch from oil heat to electric heat, and that NS Power suggested a contractor, Efficiency NS and the Community Solar program to Mr. King.

The UCAC dated March 11, 2026, mentioned Mr. King's heat pump installation and his first winter with the heat pumps as part of NS Power's explanation for his large February 2026 bill.

(a) Were there any follow-up discussions between NS Power and Mr. King following this initial inquiry in February 2025?

(b) How and when did NS Power come to know about the heat pump installation at Mr. King's property?

(c) If NS Power knew of the heat pumps at the time it prepared Mr. King's October and December 2025 bills, what would his estimated consumption be for each bill, using the method mentioned in IR-2(a)?