

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) – Uday Yadav**

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: **Tuesday, June 9, 2026**

Copies: 1 electronic copy (PDF searchable)

Contact Person: **Miranda Mavhunga**
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Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 26th day of May 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

The meter history provided by NS Power indicates:

- An estimated read was used for the May 14, 2025, bill;
- An actual read was obtained on July 9, 2025; and
- Subsequent estimated reads were then used again for the September 15, 2025, and November 14, 2025, billing periods.

Please explain:

- a) How NS Power was able to obtain an actual meter read in July 2025 after estimating the May 2025 bill;
- b) Why subsequent bills after July 2025 reverted to estimated readings;
- c) Whether actual reads were unavailable, inaccessible, or operationally impractical during those later billing periods; and
- d) Whether the customer was advised that estimated billing would continue despite the July 2025 actual read.

Request IR-2:

- a) Please explain whether the July 9, 2025, actual meter read reset the customer's billing baseline for future reconciliations.
- b) If so, explain why subsequent estimates following the July actual read were considered reasonable and reliable.

Request IR-3:

- a) Please explain whether NS Power generated, a corrected/revised invoice after the customer submitted an actual meter read in November 2025.
- b) If no corrected invoice was generated:
 - i. Explain why not;
 - ii. Explain whether this was consistent with standard practice during the cyber incident recovery period; and
 - iii. Explain how the customer was expected to understand that additional balances would continue carrying forward.

Request IR-4:

Please clarify whether the disputed \$292.67 amount represents:

- a) Previously consumed but unpaid electricity; or

1 b) A deferred reconciliation balance resulting from estimated billing.

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3 **Request IR-5:**

4 Please explain the controls, customer communication measures, and billing safeguards
5 implemented during the cyber incident recovery period to minimize customer confusion arising
6 from estimated billing reconciliations.