

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) – Katie Seesahai**

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: **Monday, May 25, 2026**

Copies: 1 electronic copy (PDF searchable)

Contact Person: **Miranda Mavhunga**
Senior Advisor Finance
Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 8th 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 February 2024 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:

- a. Account / Billing Information;
- b. Bill date;
- c. Transaction date;
- d. Transaction type (e.g., CHG, PAY, ADJ, LCG);
- e. Transaction amount (+/-);
- f. Running account balance;
- g. Meter and Usage Information;
- h. Meter number;
- i. Read start date and read end date;
- j. Start read and end read Usage (kWh) for the period;
- k. Read type (Actual vs Estimated); and
- l. Indication of any corrected, reversed, or adjusted reads.

Request IR-2:

NS Power states that the account was flagged for manual review prior to release of the March 2026 bill. Please provide:

- a) The criteria used to identify a "high bill" for review.
- b) The steps undertaken during the manual review of this account.

Request IR-3:

Please provide a weather normalized consumption analysis comparing the December – February period for 2024, 2025 and 2026. Please include:

- a) Billing Days;
- b) Heating degree days;
- c) Normalized kWh per heating degree day; and
- d) Commentary regarding whether February 2026 consumption materially deviated from expected residential winter consumption patterns.