

May 29, 2026

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Jennifer Ross  
Director, Regulatory Planning & Compliance  
Nova Scotia Power  
PO Box 910  
Halifax, NS B3J 2W5

Dear Ms. Ross:

**M12757 – Nova Scotia Power Inc. – Appeal by Katie Seesahai of a Decision of the  
Dispute Resolution Officer**

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In the complainant's response to the Board's Information Requests, she indicated that a request was made for NS Power to complete a meter accuracy test in 2025. The complainant stated that she was informed by NS Power that the test could not be completed at the time due to operational constraints arising from the NS Power cybersecurity incident.

The Board member assigned to this matter is Steven M. Murphy, MBA, P. Eng.

The Board directs NS Power to arrange for an "as found meter accuracy test" to be conducted in accordance with the NS Power's Regulation 5.5, if such testing has not already been completed.

The Board directs NS Power to coordinate directly with the complainant regarding scheduling and access requirements. The Board further directs NS Power to advise the Board once the testing has been completed and to provide the results of the test to both the complainant and the Board.

Yours very truly,



Lisa Wallace  
Chief Clerk of the Board