

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) – Briar Mitchell**

INFORMATION REQUESTS

To: Briar Mitchell



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

Lisa Wallace, Chief Clerk of the Board

1 **Request IR-1:**

2 Please indicate:

3 a) whether you were aware that several bills issued during 2025 were estimated;

4 a. NO... I actually had NO IDEA they were lying on the bills. NO IDEA.

5 b) whether you reviewed the meter readings shown on your invoices;

6 a. No. I had absolutely no reason to believe NS Power was lying to me, otherwise,
7 trust me... I WOULD HAVE MADE ARRANGEMENTS TO INSTALL THE HEAT
8 PUMPS AND WOULD HAVE DEMANDED NS POWER COME OUT HERE, DO
9 THEIR JOB, READ THE METER CORRECTLY AND PROVIDE ME, THE
10 CUSTOMER, WITH A CORRECT AMOUNT. But no... they lied, but why would I
11 ever assume a large company like that was LYING on the bills. Had I known such
12 criminal efforts were underway... I WOULD HAVE INSTALLED THE PUMPS
13 LAST YEAR!!!!!!!!!!!!!!

14 c) whether you contacted NS Power regarding concerns about the accuracy or amount of
15 the estimated bills; and

16 a. NO, why would I do that? I had NO IDEA I was being lied to. I have explained so
17 many times, had I known the bills were a LIE and so unbelievably incorrect I would
18 have taken steps to install heat pumps and DEMAND NS Power do their job and
19 come check the meter... BECAUSE IT WAS A NEW ACCOUNT!

20 d) whether you were advised that a future reconciliation could occur once actual meter reads
21 resumed.

22 a. Oh, absolutely no... all NS Power did was treat me like a piece of TRASH... they
23 lied, they wanted thousands and thousands and thousands of dollars from me to
24 cover their lies to me. I KEEP TELLING YOU!!!!!! HAD I KNOWN WHAT THEY
25 WERE DOING, I WOULD HAVE TAKEN STEPS TO INSTALL THE PUMPS AND
26 AVOID THAT FILTHY, FILTHY, FILTHY, FILTHY BILL THEY SENT TO ME. I have
27 NEVER had to deal with a more incompetent, nasty, disgusting, lying group of
28 people like I encountered with NS Power.

29
30 **Request IR-2:**

31 Pursuant to Regulations 5.5 and 6.7 of the Nova Scotia Power Inc. Tariffs and Regulations
32 customers have the right to request meter testing where there is a concern regarding billing/meter
33 accuracy. A copy of the applicable regulations is attached for ease of reference. Please advise
34 whether you requested meter testing through NS Power. If you have not requested meter testing

1 and wish to do so, please contact NS Power directly.

2 No... why would I? As I keep telling you, I had NO IDEA NS Power was lying to me.

3
4 **Request IR-3:**

5 You indicate in your submissions that you believe the estimated bills materially understated your
6 actual electricity usage during the relevant period. Please clarify:

7 a) whether you believe the amount billed for all electricity consumption since March 5, 2025,
8 is accurate;

9 a. Not now, of course. I had no reason to believe that NS Power was lying to me. Had
10 I known that they were, I would have added heat pumps last year. I kept an eye on
11 the bills while I was renovating the house. They were never that high, so I focused
12 on finishing the house and planned to do the pumps this year. If I had KNOWN the
13 correct amount of the bills, I would have installed the pumps last year and
14 AVOIDED that FILTHY, DIRTY, LIE that NS Power sent to me. What an absolute
15 OUTRAGE... horrifying incompetence from them. I was just STUNNED at how
16 STUPID their responses were to me. I kept telling them, they were wrong... they
17 made up numbers based on the history of a house THAT WAS VACANT!! They
18 kept insisting that didn't matter... WOW, that as far as they were concerned...
19 nothing they did mattered. Even though the bills were WAY OFF, they insisted that
20 didn't matter... I still owed them THOUSANDS of dollars. What lying, incompetent
21 monsters.

22 b) whether you believe the February 2026 meter read of approximately 147,480.13 kWh is
23 correct;

24 a. I assume that one is correct. I have no idea. I've never read a meter before... never
25 had to.

26 c) whether you have reviewed the current meter reading at the premises and whether it
27 appears generally consistent with your recent statements; and

28 a. NO... again I did not check. At that point, I felt attacked and was STUNNED,
29 SHOCKED and actually SICKENED when I saw that bill. NS Power REFUSED to
30 explain to me why none of my other bills were for THOUSANDS and THOUSANDS
31 and THOUSANDS and THOUSANDS of dollars except that one. I had EVERY
32 REASON to believe at that point they were lying to me and doing everything they
33 could to keep lying to me and trying to force me to pay them for their mistake.

34 d) whether you believe the meter is recording usage accurately.

1 a. I would have no idea.
2

3 **Request IR-4:**

4 The information provided indicates that prior to or shortly after taking occupancy of the property,
5 you were advised by the realtor and property inspector that the home could be expensive to heat
6 and that alternative heating systems may be more efficient. Was radiant heat the primary heating
7 source between 2025-2026?

8 Yes
9
10

11 **Request IR-5:**

12 If the Board determines the bill accurately reflects electricity consumed at the premises, would
13 you prefer to pay the outstanding balance over an extended repayment period and if so, what
14 repayment period you would consider reasonable.

15 7 years
16