

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: **Nova Scotia Power**
Jennifer Ross
Director, Regulatory Planning & Compliance
By email: jennifer.ross@nspower.ca

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



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

Please provide one consolidated schedule in Excel format covering the billing period from March 2025 through February 2026, showing:

- a) the meter reads used for billing;
- b) whether each read was estimated or actual;
- c) kWh billed each period;
- d) the actual meter read obtained in February 2026; and
- e) the cumulative difference between estimated and actual consumption that resulted in the reconciliation bill.

Request IR-2:

Please explain the methodology used to estimate the customer's consumption during the billing periods affected by the cyber incident, including:

- a) whether historical usage at the premises formed part of the estimation process;
- b) whether automated or AI-assisted estimation tools were utilized;
- c) what is meant in the account notes by the AI software "filling in gaps with default settings"; and
- d) whether NS Power identified any mismatch between the premises characteristics, occupancy, or heating configuration and the assumptions used in the estimation process.

Request IR-3:

Please provide a simple illustrative reconciliation showing:

- a) approximately what the customer would have been billed had actual meter reads been available throughout the relevant period; and
- b) how those amounts compare to the estimated bills that were issued.

Request IR-4:

Please confirm:

- a) whether the February 2026 meter read was an actual read;
- b) whether NS Power identified any evidence of meter malfunction, meter communication failure, or billing error;
- c) whether the actual reads obtained were verified as accurate; and
- d) whether the reconciliation bill reflects electricity consumed but not previously billed during the estimated billing periods.

Request IR-5:

Please confirm:

- a) the type of meter installed at the premises;
- b) whether the meter is capable of remote reads; and
- c) when NS Power resumed the ability to obtain remote reads for this account following the cyber incident.

Request IR-6:

Please confirm whether any interest, penalties or late payment charges were applied to the reconciliation balance associated with the estimated billing period. If so, please provide the amounts applied.

Request IR-7:

Account usage information in Exhibit M-5 (p.19 of the DRO Appeal Attachment) states that meter readings happened on October 3, 2025 (117,059kWh) and December 3, 2025 (118,941kWh). These readings correspond to the readings noted on the April to December 2025 bill. Please clarify:

- a) whether actual meter reads occurred on those dates;
- b) whether those reads were manual or remotely obtained;
- c) why two-meter readings are listed on the bill;
- d) why those reads did not result in reconciliation billing at that time, if applicable;
- e) why estimated billing continued following those reads, if applicable; and
- f) why the reconciliation amounts were not reflected until the February 2026 bill.

Request IR-8:

Please explain whether NS Power requested that the customer provide self-read meter photographs or customer-submitted meter readings during the cyber incident period. If not, please explain whether that option was available to customers during the relevant period.

Request IR-9:

Please explain:

- a) what information was communicated to the customer regarding estimated billing and possible future reconciliation impacts;
- b) whether NS Power identified the account as having elevated reconciliation risk;

- 1 c) whether any proactive mitigation or account review occurred prior to issuance of the
- 2 February 2026 reconciliation bill; and
- 3 d) what payment arrangements or customer accommodation measures were offered
- 4 following issuance of the reconciliation bill.