

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
Senior Advisor Finance
Nova Scotia Energy Board
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Tel: (902) 424-4448
Email: Miranda.Mavhunga@novascotia.ca

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

A handwritten signature in blue ink that reads "Lisa Wallace".

Lisa Wallace, Chief Clerk of the Board

Request IR-1:

Please indicate:

- a) whether you were aware that several bills issued during 2025 were estimated;
- b) whether you reviewed the meter readings shown on your invoices;
- c) whether you contacted NS Power regarding concerns about the accuracy or amount of the estimated bills; and
- d) whether you were advised that a future reconciliation could occur once actual meter reads resumed.

Request IR-2:

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

Request IR-3:

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

- a) whether you believe the amount billed for all electricity consumption since March 5, 2025, is accurate;
- b) whether you believe the February 2026 meter read of approximately 147,480.13 kWh is correct;
- c) whether you have reviewed the current meter reading at the premises and whether it appears generally consistent with your recent statements; and
- d) whether you believe the meter is recording usage accurately.

Request IR-4:

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

1 **Request IR-5:**

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

