

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) – Celine
Franz**

INFORMATION REQUESTS – Non-Confidential

To: Celine Franz
By email: [REDACTED]

From: Nova Scotia Energy Board
Board Staff

Responses Due: Wednesday, June 17, 2026

Contact Person: Anh Nguyen
Analyst
Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 27th day of May 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

NS Power's Regulations say:

When a customer disputes the amount of electricity consumed from the meter, the Company shall:

- a) Initiate a check on the meter reading to ensure the original reading was correct and advise the customer.
- b) If the customer is not satisfied, the Company shall do an "As found Meter Test" on the meter in the Company's Measurement Canada certified facility to verify the reading is within the allowed tolerances and advise the customer of the results.
- c) If the Customer is still not satisfied, the Company will advise the Customer he/she may request an independent meter test to be performed by Industry Canada.

(a) Did NS Power mention the meter test to you at any point during your dispute?

(b) Did you ask NS Power for a meter test before appealing to the Board?

i. If yes, what was the test result?

ii. If no, do you wish to have your meter tested now?