

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**

2ND INFORMATION REQUESTS – Non-Confidential

To: **Nova Scotia Power Inc.**
Kathleen Murray
Regulatory Counsel
By email: Kathleen.Murray@nspower.ca

From: **Nova Scotia Energy Board**
Board Staff

Responses Due: **Tuesday, October 13, 2026**

Contact Person: **Anh Nguyen**
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Issued at Halifax, Nova Scotia, this 28th day of September 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-4:

In Ms. Franz's October 2025 bill, NS Power credited her for the 5,052 kWh it charged her in the June and August 2025 bills and charged her for the 2,093 kWh it estimated for 58 days instead of the entire reconciled period of 185 days (April 7 to October 9, 2025).

(a) Why did NS Power estimated usage for only 58 days for this bill?

(b) Does the 2,093 kWh usage cover only the August 12 to October 9, 2025, period?

i. If yes, why did NS Power include a consumption credit from the June and August 2025 bills?

ii. If no, what period was the usage for and how was it determined?

iii. If no, what was the estimated usage for August 12 to October 9, 2025?

(c) Why did NS Power credit the 5,052 kWh usage?

Request IR-5:

NS Power responded to Board IR-2(a) that the calculated usage per day for the October 2025 bill was 36.08333 based on usage from the October 2024 bill. However, the "Past electric use" portion of the bill showed 2959 energy used, 58 days and 51.0 kWh per day.

(a) How did NS Power calculate the 2959 energy used amount, resulting in the 51.0 kWh per day amount?

(b) Please explain the difference between the two usage per day numbers (36.08333 and 51.0 kWh per day). Was the 51.0 kWh per day number correct or an error?

Request IR-6:

NS Power included data from the October 2025 bill (2,093 kWh usage, 185 days, with a note about making December a "summer month") in the calculation of estimated usage for the December 2025 bill.

For the December 2025 bill:

(a) Why was the December 2024 bill used as it is not a summer period?

(b) Why was the October 2025 bill used when it was an estimated (not actual) bill?

(c) Why were billing periods before the cyber incident not used to estimate usage?

(d) Why was 185 days from the October 2025 bill used while its service period only covered 58 days?

Request IR-7:

What was the actual usage during:

- (a) the April 7 to June 10, 2025, period?
- (b) the June 10 to August 12, 2025, period?
- (c) The August 12 to October 9, 2025, period?
- (d) the October 9 to December 9, 2025, period?
- (e) the December 9, 2025, to February 6, 2026, period?

Request IR-8:

On April 16, 2026, NS Power said "The last true read in April 2025 showed 55430.91. The next true read was the one in February 2026, which had a reading of 70908.81. Ms. Franz's consumption between April 2025 and February 2026 was 15477.90 kWh".

Is Ms. Franz's February 2026 bill meant to reconcile previous estimated bills?

(a) If yes:

- i. Which estimated bills did it reconcile?
- ii. Why did it use the estimated meter read from the December 2025 estimated bill (63,799.91 kWh) and not the actual meter read from the April 2025 bill (55,430.91 kWh)?

(b) If no, when will the reconciled bill be issued?

Request IR-9:

With respect to the April 2025 to February 2026 period:

- (a) What was the total dollar amount NS Power billed Ms. Franz for the per kWh Energy Charge?
- (b) What would be the total dollar amount of a per kWh Energy Charge for the 15,477.90 kWh consumed during the period?
- (c) If the amount billed does not match the amount consumed, does NS Power intend to further reconcile the bill and either charge or refund Ms. Franz for any discrepancy?

Request IR-10:

Ms. Franz's April 2026 bill showed an outstanding balance of over \$2,000.

(a) Please provide a copy of all the bills NS Power issued for Ms. Franz's account since the April 2026 bill.

(b) What payment arrangements does NS Power offer Ms. Franz to help retire the current balance over time?

Request IR-11:

On September 14, 2026, Ms. Franz said she would like to have the meter tested. Please provide the test results when they are ready.