

Adam DRO Appeal (NSEB M12777)  
NSPI Responses to NSEB Information Requests

**NON-CONFIDENTIAL**

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**Request IR-5:**

NS Power responded to the Board's IR-3 that the bill dated July 11, 2025, included an estimated read and not a true read as previously indicated in its response to IR-2(a).

(a) Please explain how NS Power estimated the usage in this estimated bill.

(b) Why did the December 2025 bill reconcile the August and October 2025 bills but not the July 2025 bill?

**Response IR-5:**

(a) Bill Date: 11 July 2025

| Bill Date | Revenue Year/Mth | Previous Read Date | Current Read Date | Days | Estimated Usage | Avg Usage per Day |
|-----------|------------------|--------------------|-------------------|------|-----------------|-------------------|
| 7/11/2025 | 2025-07          | 5/30/2025          | 6/16/2025         | 17   | 238             | 14.00             |
|           |                  |                    |                   |      |                 |                   |

| Prior Revenue Year/Mth | Prior Year Bill Date | Prior Year Metered Usage | Prior Year Billed Usage | Meter Multiplier | Prior Year Days | Usage Per Day w/Multiplier removed | Notes |
|------------------------|----------------------|--------------------------|-------------------------|------------------|-----------------|------------------------------------|-------|
| 2024-06                | 6/17/2024            | 614.52                   | 615                     | 1                | 44              |                                    |       |
|                        |                      | 614.52                   | 615                     | 1                | 44              | 13.9545455                         |       |

(b) The December 2025 bill did not reconcile the July 2025 bill because the July 2025 estimate was generated manually. The "return estimated" billing process only recognizes and reconciles estimates that have been generated by the Customer Information System (CIS). As the July 2025 bill was based on a manually generated estimate, it was not captured by the "return estimated" billing process and therefore was not reconciled on the December 2025 bill. By contrast, the August and October 2025 bills were generated using CIS-estimated reads and were therefore included in the reconciliation process.

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**CONFIDENTIAL (Attachment Only)**

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**Request IR-6:**

**On June 27, 2026, Mr. Adam wished to have the meter tested by NS Power's testing facility first, reserving the option to have it later tested by Measurement Canada. NS Power confirmed on July 13, 2026, that it will arrange for the meter to be removed and tested by Mr. Adam's disconnection date of July 16, 2026.**

**(a) Please provide the meter test result when available.**

**(b) Please include instructions for Mr. Adam to have the meter tested by Measurement Canada, if he chooses to proceed with this option, including a working phone number for the local Measurement Canada office.**

**Response IR-6:**

**(a) Please refer to Confidential Attachment 1 and Attachment 2.**

**(b) As noted in the meter test results letter sent to Mr. Adam (attached as Confidential Attachment 1), if Mr. Adam wishes to have the meter tested by Measurement Canada, he may submit a request online through [File a measurement-related complaint](#) or contact Measurement Canada by telephone at 1-855-637-8737.**

**As further noted in the letter, Mr. Adam may request additional independent testing by Measurement Canada within six months of the date of the letter, subject to a \$55.00 fee. If the meter is subsequently confirmed to be accurate, the customer will be responsible for the fee. If the meter is found to be outside the allowable limits, the \$55.00 fee will be credited to the customer's account.**



PO Box 910 • Halifax, Nova Scotia • Canada • B3J 2W5

July 24, 2026



Dear Miguel Adam,

Re: Account No. [REDACTED]

Meter No. 2375358

We are writing to confirm the results of the recently requested meter test. This test was conducted following your inquiry regarding electrical usage at your premises. As per our meter test process, Nova Scotia Power tested your meter (noted above) in our accredited (approved by Measurement Canada) testing facility.

The results have found that this meter operates within prescribed accuracy limits.

Should you wish to further pursue this matter, you have the option to request a meter test by Measurement Canada within 6 months of the date of this letter. Please note, the current fee is \$55.00 for this additional testing. You can request a meter test by Measurement Canada online at [File a measurement-related complaint](#).

Upon receipt of your request, they will formalize a written process of notification to both you and Nova Scotia Power, to obtain this meter for an official test. If the meter is found to be outside the allowable limits, Measurement Canada will provide details as to the level of inaccuracy for an account adjustment. Should this occur, the \$55.00 fee would be credited to your NS Power account (noted above).

Should you wish to discuss this matter further, please do not hesitate to contact one of our Customer Care Associates by calling 1-800-428-6230. Our representatives can also suggest tips to help reduce your energy usage or offer programs such as our Equal Billing program that make it easier to budget for your electricity bill throughout the year through equal monthly payments.

Have a safe day,  
Teri

Comments Screen Inquiry Mode - -

File Edit Functions Help

Comments Screen Inquiry Mode

Equip Type MTRE Equip ID 2375358

Date 2026/07/21 17 Op Code TEST

TESTS OK

OK Cancel

Electric Meter Test Results - Screen One - MTR01 - \* \* \* NOVA SCOTIA POWER IN...

File Edit Functions Help

Electric Meter Test Results - Screen One

|                  |          |         |               |
|------------------|----------|---------|---------------|
| Equip Type       | MTRE     | Date    | 2026/07/21 17 |
| Equip ID         | 2375358  | Op Code | TEST          |
| Tester's User ID | AE577    |         |               |
| Standard Code    |          |         |               |
| As Found kWh     | 53346.00 |         |               |
| Lot Number       |          |         |               |
| Damage Code      |          |         |               |
| Firmware Version |          |         |               |
| OTHER            |          |         |               |

Next Screen Delete

OK Cancel

Electric Meter Test Results - Screen Two - MTR02 - \* \* \* NOVA SCOTIA POWER IN...

File Edit Functions Help

Electric Meter Test Results - Screen Two

|            |         |           |               |
|------------|---------|-----------|---------------|
| Equip Type | MTRE    | Date      | 2026/07/21 17 |
| Equip ID   | 2375358 | Op Code   | TEST          |
| FLSASFKWH  | 0.12    | FLSASFKQH |               |
| FLAASFKWH  |         | FLAASFKQH |               |
| FLCASFKWH  |         | FLCASFKQH |               |
| FLBASFKWH  |         | FLBASFKQH |               |
| LLSASFKWH  | 0.12    | LLSASFKQH |               |
| LLAASFKWH  |         | LLAASFKQH |               |
| LLCASFKWH  |         | LLCASFKQH |               |
| LLBASFKWH  |         | LLBASFKQH |               |
| PFSASFKWH  | 0.07    | PFSASFKQH |               |
| PFAASFKWH  |         | PFAASFKQH |               |
| PFCASFKWH  |         | PFCASFKQH |               |
| PFBASFKWH  |         | PFBASFKQH |               |

Next Screen Delete

OK Cancel

Electric Meter Test Results - Screen Four - - \*\*\* NOVA SCOTIA POWER INC. \*\*\*

File Edit Functions Help

Electric Meter Test Results - Screen Four

|            |         |         |               |
|------------|---------|---------|---------------|
| Equip Type | MTRE    | Date    | 2026/07/21 17 |
| Equip ID   | 2375358 | Op Code | TEST          |

|                      |                                     |                      |                          |
|----------------------|-------------------------------------|----------------------|--------------------------|
| Creep Test Performed | <input checked="" type="checkbox"/> | Replaced Base        | <input type="checkbox"/> |
| Dial Check Performed | <input checked="" type="checkbox"/> | Replaced Cover       | <input type="checkbox"/> |
| Phase Test Performed | <input type="checkbox"/>            | Replaced Register    | <input type="checkbox"/> |
| Short Test Performed | <input type="checkbox"/>            | Replaced Idle Pointe | <input type="checkbox"/> |
| Hand Test Performed  | <input type="checkbox"/>            | Replaced Battery     | <input type="checkbox"/> |
| Replace Up Bearing   | <input type="checkbox"/>            | Replaced Thermal elm | <input type="checkbox"/> |
| Replace Lower Bearin | <input type="checkbox"/>            | As Left kWh          | 53348.00                 |
| Replaced Disk        | <input type="checkbox"/>            |                      |                          |

Delete

OK Cancel