

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) – Miguel
Adam**

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, June 16, 2026**

Contact Person: **Anh Nguyen**
Analyst
Nova Scotia Energy Board
Tel: (902) 424-9285
anh.nguyen@novascotia.ca

Issued at Halifax, Nova Scotia, this 26th day of May 2026.



Lisa Wallace, Chief Clerk of the Board

1 **Request IR-1:**

2 On April 23, 2026, NS Power said that Mr. Adam's account was started at the end of May 2025
3 for the property at [REDACTED] Clam Bay.

5 (a) What kind of meter does the property have?

6 (b) When was this meter installed at the property?

7 (c) Has this meter ever been tested since it was installed at the property?

9 **Request IR-2:**

10 According to the copies of Mr. Adam's bills NS Power provided to the Board on April 23, 2026,
11 there were four estimated bills issued in July, August, October and December 2025.

13 On April 1, 2026, NS Power mentioned to the DRO that "The rate code indicates this is an
14 electrically heated property and appears that the customer may have been underestimated on
15 the December bill, making the reconciliation bill higher. The peak billed 2-month winter usage at
16 the subject premises was 3265 kWh. This occurred during the mid December 2023 to mid-
17 February 2024 billing period".

19 (a) How did NS Power estimate the usage in each of these estimated bills, especially when
20 there was no historical actual consumption data from Mr. Adam at the property?

21 (b) Please explain how the rate code was used in NS Power's estimates of Mr. Adam's
22 consumption for billing purposes.

23 (c) What was the average daily consumption during the peak period between December 2023
24 and February 2024?

25 (d) Did NS Power use this peak historical consumption in its estimates of Mr. Adam's
26 consumption included in any of his estimated bills?

27 i. If yes, please explain how historical data from the previous occupant of the property
28 is relevant in estimating Mr. Adam's consumption.

29 ii. If no, why not?

30 (e) Please provide a copy of Mr. Adam's bill(s) NS Power issued after the February 2026 bill.