

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**

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: **Monday, July 13, 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 June 2026.



Lisa Wallace, Chief Clerk of the Board

1 **Request IR-3:**

2 NS Power responded to the Board's information request IR-2(a) that the read on the bill dated
3 July 11, 2025, was a true read but was coded as an estimated read.

4 (a) Please explain why and how this happened.

5 (b) If a meter read is coded as an estimated read, does it have any impact on usage
6 calculation or estimation?

7 (c) If it was a true read, on what date did NS Power read the meter and did NS Power read it
8 in person or wirelessly?

9 (d) Did NS Power read Mr. Adam's meter on February 12 and April 15, 2026, in person or
10 wirelessly?

11
12 **Request IR-4:**

13 On April 23, 2026, NS Power said there are flexible, interest-free options available for retiring the
14 balance. Considering the outstanding balance in Mr. Adam's April 2026 reaches over \$2,000,
15 even with NS Power not applying late fees or penalties on outstanding balances, what payment
16 options can NS Power offer to ease the financial burden of this large bill?