

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: Miguel Adam

By email: [REDACTED]

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

Responses Due: Monday, July 20, 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

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.

Upon notice from Industry Canada, the Company will remove the meter and ship it to Industry Canada (seal intact) for testing. If the meter, when tested, is found to be accurate, the customer is responsible for any outstanding amount. Also, if the meter is found to be accurate, the Company will charge the customer a fee as outlined in the Schedule of Charges 7.1, Section 1.

Dispute Test Fee re satisfactory meter: \$46.00

In your email dated June 16, 2026, you were concerned that no meter accuracy test has been performed and the matter has been evaluated from the billing system side only without any physical inspection of the meter or premises.

Please confirm if you wish to have your meter tested by NS Power's testing facility, certified by Measurement Canada now. There is no charge for this test. If you wish to have your meter tested by Industry Canada (i.e. Measurement Canada) itself, please note the provision about the testing fee.

Request IR-2:

The province has a Heating Assistance Rebate program to help low-income Nova Scotians with the cost of home heating (\$400 per household as of October 2025). Have you applied for the Heating Assistance Rebate program in the past, if you were qualified?

- (a) If yes, when did you apply and did you receive a rebate?

- 1 (b) If no, the application period starts again on October 1, 2026. Would you consider applying
- 2 for a rebate?