

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) – Centre
for Adults in Progressive Employment (CAPE) Society**

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, August 17, 2026**

Contact Person: **Anh Nguyen**
Analyst
Nova Scotia Energy Board
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anh.nguyen@novascotia.ca

Issued at Halifax, Nova Scotia, this 24th day of July 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

Ms. Ashlee Wiseman filed the appeal on behalf of the Centre for Adults in Progressive Employment (CAPE) Society. For simplicity, the Board will refer to the CAPE Society's bills in dispute as "the bills".

On April 21, 2026, NS Power provided the Account Usage Info with the first meter read dated March 4, 2021.

(a) Is March 4, 2021, the day NS Power started the account at 40 Lower MacLean Street, Glace Bay?

(b) What kind of meter is meter #2294813?

(c) When was meter #2294813 installed at the property? When is it due for recertification after the manufacturer's 10-year seal?

(d) Did NS Power discuss a meter test with Ms. Wiseman at any point during the dispute with NS Power, the appeal with the DRO or the appeal with the Board?

i. If yes, what was the decision on the meter test?

ii. If no, why not?

(e) Please explain the multiplier of 40 in all the bills.

Request IR-2:

According to the copies of the bills NS Power provided the Board on April 21, 2026, there were four estimated bills issued in May, July September and November 2025.

NS Power noted on March 25, 2026, that there are two industrial heat pumps on site.

(a) Please explain in detail how NS Power estimated the consumption in each of these bills?

(b) Why did NS Power not issue a bill in January 2026?

(c) Was NS Power aware of the two heat pumps before March 25, 2026?

i. If yes, did NS Power take them into account while estimating the consumption in the four estimated bills?

ii. If no, would the existence of the heat pumps have affected NS Power's estimates?