

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: **Ashlee Wiseman**
 Centre for Adults in Progressive Employment (CAPE) Society
 By email: cape@ns.sympatico.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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Issued at Halifax, Nova Scotia, this 24th day of July 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

You mentioned in your appeal that you would like to know with absolute certainty that there are no issues with your smart meter, and if smart meters were affected by the cyber incident.

(a) Did NS Power mention the meter test to you at any point during your dispute?

(b) Did you ask NS Power for a meter test before appealing to the Board?

i. If yes, what was the test result?

ii. If no, do you wish to have your meter tested now?

Request IR-2:

On April 21, 2026, NS Power mentioned that during its conversation with Ms. Wiseman on March 25, 2026, it noted the two industrial heat pumps on site.

(a) When were the heat pumps installed on the property?

(b) Did you inform NS Power of the heat pumps at the time of the installation?

(c) Have there been any new installations of appliances and/or electrical equipment on the property since the beginning of your account with NS Power?