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Nova Scotia Energy Board

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) – Marilyn Ells

INFORMATION REQUESTS

To: **Nova Scotia Power**
Jennifer Ross
Director, Regulatory Planning & Compliance
By email: jennifer.ross@nspower.ca

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

Responses Due: **Thursday, June 11, 2026**

Copies: 1 electronic copy (PDF searchable)

Contact Person: **Miranda Mavhunga**
Senior Advisor Finance
Nova Scotia Energy Board
3rd Floor, 1601 Lower Water Street
Halifax, NS B3J 3S3
Tel: (902) 424-4448
Email: Miranda.Mavhunga@novascotia.ca

Issued at Halifax, Nova Scotia, this 28th day of May 2026.

Lisa Wallace

Lisa Wallace, Chief Clerk of the Board

*Pages
3 & 4 here*

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#

"Bill" ^{this letter} sent to NSP and DRO
J. Lohr's office staffer is "Bill or William"

Response to April 1st E-mail from Don Farmer DRO

Dec → Feb 2026 meter read \$1258.41

Meter reader must have made note of a coil of wire hanging on side corner of house. This has now been removed by electrician, was not wired into electrical panel in basement. "Theft of power" thru' an outlet on south end of house not capable of servicing an electric car, and since reading I have nailed a 2x6 over the outlet. The wiring checked & no ground faults.

The weather in Jan & Feb may have been a factor. The next person who reads the meter can take notice of the wire removed & outlet covered.

After the meter reads and bills are reconciled I should see a levelling out of future bills.

Both heat pumps are off at the breaker switch.

If the breach caused some meters to fluctuate, as some have those meters may not measure power usage properly in the days ahead.

The checking of my meter was scheduled for Apr 8th I waited all day. No one showed up for the check!

Marilyn Ell

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Waiting for reply for break down of usage
from NSP Joseph Gosbee <josephgosbee@gmail.com>

Marilyn Ells Power Bill Inquiry*Nicole penny @ Nova Scotia.ca*

Joseph Gosbee [REDACTED]
Draft To: nicolepenny@novascotia.ca

Thu, Apr 16, 2026 at 10:06 AM

Hello Nicole,

I am sending this email on behalf of Marilyn Ells, who does not have a computer or email.

"Nicole Penny, forward to NS Energy Board

My response to letter from Energy Board received April 15th, 2026.

On 12th of April I paid \$505 against a bill of \$1258.41. I am asking for a break down of usage for period December 22/25 to February 19/26:

Lighting

Washer

Refrigeration

Well Pump

Water Heater

Heat Pump

Appliances - stove, toaster

*June 5th
M.E.*

Is it true that it's possible low estimates are being covered by the \$1258.41? Was the meter checked April 8th?

Billing period August-October 2025, I would like a similar breakdown of usage of power. Thank you Nicole for your assistance.

Sincerely,
Marilyn Ells"Thank you for your attention to this matter,
Pastor Joe Gosbee
Cambridge United Baptist Church

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Request IR-1:

The Customer stated that a meter test was scheduled for April 8, 2026, but no NS Power representative attended. Please explain:

- a) Whether a meter test was scheduled for April 8, 2026; *yes, it was*
- b) Whether the appointment was cancelled, missed, or otherwise did not proceed as planned; and
- c) Whether the meter was subsequently tested at a later date. *do not know you must have a record of your employed ME*

Request IR-2:

The meter history provided appears to show: an actual read on August 21, 2025; estimated/unread billing periods for both October 27, 2025, and December 22, 2025; and an actual read on February 19, 2026. Please explain in detail:

- a) How consumption was estimated during the August 21 – October 27, 2025, billing period; *I can't answer how you estimated ME*
- b) How consumption was estimated during the August 21 – December 22, 2025, period;
- c) Whether those estimates were subsequently determined to materially understate actual usage.
- d) Why actual reads were not obtained for the October and December billing periods despite an actual meter read having been successfully obtained on August 21, 2025.

Request IR-3:

In NS Power's response dated April 23, 2026, NS Power stated that the February 2026 read was a true read and the bill showed a total consumption of 6359 kWh from the December 22, 2025, billing date. Energy charges were broken down into the 2025 charges (970 kWh x \$0.18561 = \$180.04) and the 2026 charges (5,359 kWh x \$0.18187 = \$980.10).

- a) Please clarify whether the February 2026 billed usage represents actual consumption specifically during the December 22, 2025, to February 19, 2026, billing period or cumulative reconciliation consumption attributable to prior underestimated periods. *I have asked for clarification of this issue*
- b) If a combination, please provide a breakdown separating:
 - i. actual December – February consumption; and
 - ii. prior period reconciliation adjustments. *I cannot determine when you are reconciling adjustments ME*
- c) Please provide a comparative historical analysis of the customer's winter billing periods from 2022 – 2026, including:
 - i. billing cycle dates;
 - ii. actual kWh usage; and

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1 iii. average daily consumption.

2 d) Please explain why the February 2026 billed usage of 6,359 kWh materially exceeds
3 comparable historical winter period usage shown in the meter history.

4 around Kings County, random households
 were billed \$1200.00 for Feb 2026.
 Very unusual in their billing pattern;
 to have large increase in power bills;
 " I cannot explain why the billed usage
 of 6,359 kWh exceeds comparable
 winter usage."

 How did the other households deal
 with the extreme billing?

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ME 4 estimated bills 2025 Apr
June
Oct
Dec.

winter Dec 2021 (39.0) \$ 6.60 per day
Oct 2021 (17.5) 3.16

Feb 2022 (50.4) 8.51

Aug 2022 (13.4) 2.53

Oct 2022 (13.9) 2.63

June 2023 (15.8) 3.20

Aug 2023 (16.0) 3.23

Oct 2023 (18.5) 3.66

winter Dec 2023 (22.2) 4.31

Feb 2024 (31.4) 6.03

Apr 2024 (28.8) 5.69

June 2024 (24.1) 4.91

Aug 2024 (30.3) 5.97

Oct 2024 (26.5) 5.32

winter Dec 2024 (28.4) 5.69

Feb 2025 (32.2) 6.41

Apr 2025 (23.2) 4.94 Est.

June 2025 (27.0) 5.63 Est.

Aug 2025 (20.7) 4.15

Oct 2025 (32.0) 6.50 Est.

winter Dec 2025 (14.9) 3.07 Est.

winter Feb 2026 (107.8) 20.31

Apr 2026 (38.4) 7.59

Some of this is
reconciling earlier bills
show me how & where
it was applied.

ME

Request IR-1:

Pursuant to Regulations 5.5 and 6.7 of the Nova Scotia Power Inc. Tariffs and Regulations customers have the right to request meter testing where there is a concern regarding billing/meter accuracy. In your May 5, 2026, correspondence, you state that NS Power was scheduled to check your meter on April 8, 2026, but that no representative attended. Please explain:

- How and when this meter check was arranged; *by letter dated Apr. 2nd*
- Whether the appointment was confirmed by NS Power; *not confirmed, I waited*
- Whether any further communication occurred regarding the missed appointment; and *all day & no show*
- Whether the meter was subsequently inspected, tested, or checked at a later date. *no further communication on NSP end & I do not know if anyone came later.*

Request IR-2:

Please advise whether there were any material changes at the property between December 2025 and February 2026 that may have affected electricity usage, including, for example:

- Changes in occupancy; *no change*
- Changes in heating usage or thermostat settings; *no change,*
- Installation of new appliances or equipment; *no*
- Use of supplemental heating sources; or *yes, used woodfire*
- Renovations or additions to the property. *no*

Request IR-3:

- Have you have reviewed the current meter reading at the premises and does it appear generally consistent with your recent bill?
- Do you believe the meter is recording usage accurately?

I was not reading the meter in the winter.

Thurs May 21st	5:30 am	54812	Thurs May 28th	7:00 am	54897
	8:30 pm	54815		6:00 pm	54904
Fri May 22nd	7:00 am	54819	Fri May 29th	6:00 am	54908
	7:30 pm	54828		6:00 pm	54913
Sat May 23rd	6:00 am	54832	Fri June 5th	5:30 am	54987
	7:00 pm	54838			
Sun May 24th	6:00 am	54842			
	6:00 pm	54848			
Mon May 25th	8:00 am	54854			
	9:00 pm	54862			
Tues May 26	6:00 am	54865			
	6:00 pm	54876			
Wed May 27	6:00 am	54882			
	2:00 pm	54888			