

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



Lisa Wallace, Chief Clerk of the Board

1 **Request IR-1:**

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

- 4 a) Whether a meter test was scheduled for April 8, 2026;
5 b) Whether the appointment was cancelled, missed, or otherwise did not proceed as
6 planned; and
7 c) Whether the meter was subsequently tested at a later date.

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9 **Request IR-2:**

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

- 13 a) How consumption was estimated during the August 21 – October 27, 2025, billing period;
14 b) How consumption was estimated during the August 21 – December 22, 2025, period;
15 c) Whether those estimates were subsequently determined to materially understate actual
16 usage.
17 d) Why actual reads were not obtained for the October and December billing periods despite
18 an actual meter read having been successfully obtained on August 21, 2025.

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20 **Request IR-3:**

21 In NS Power's response dated April 23, 2026, NS Power stated that the February 2026 read was
22 a true read and the bill showed a total consumption of 6359 kWh from the December 22, 2025,
23 billing date. Energy charges were broken down into the 2025 charges (970 kWh x \$0.18561 =
24 \$180.04) and the 2026 charges (5,359 kWh x \$0.18187 = \$980.10).

- 25 a) Please clarify whether the February 2026 billed usage represents actual consumption
26 specifically during the December 22, 2025, to February 19, 2026, billing period or
27 cumulative reconciliation consumption attributable to prior underestimated periods.
28 b) If a combination, please provide a breakdown separating:
29 i. actual December – February consumption; and
30 ii. prior period reconciliation adjustments.
31 c) Please provide a comparative historical analysis of the customer's winter billing periods
32 from 2022 – 2026, including:
33 i. billing cycle dates;
34 ii. actual kWh usage; and

- 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.
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