

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: Marilyn Ells



From: Board Staff
Nova Scotia Energy Board

Responses Due: Thursday, June 18, 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.

A handwritten signature in blue ink that reads "Lisa Wallace".

Lisa Wallace, Chief Clerk of the Board

1 **Request IR-1:**

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

- 6 a) How and when this meter check was arranged;
7 b) Whether the appointment was confirmed by NS Power;
8 c) Whether any further communication occurred regarding the missed appointment; and
9 d) Whether the meter was subsequently inspected, tested, or checked at a later date.

10
11 **Request IR-2:**

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

- 14 a) Changes in occupancy;
15 b) Changes in heating usage or thermostat settings;
16 c) Installation of new appliances or equipment;
17 d) Use of supplemental heating sources; or
18 e) Renovations or additions to the property.

19
20 **Request IR-3:**

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