

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**

SECOND SET – 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: **Tuesday, August 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 27th day of July 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-4:

The historical billing information provided in NS Power's response dated April 23, 2026, and in response to IR-3 indicates that total annual energy consumption increased from approximately 7,132 kWh in 2023 to 10,393 kWh in 2024 and to approximately 11,618 kWh hours or more in 2025 (including consumption subsequently built in February 2026).

- a) Please provide NS Power's analysis of the factors contributing to this increase in recorded consumption, including whether it is consistent with the customer's historical consumption profile.
- b) Please advise whether NS power performed any exception analysis to determine whether the increase was reasonable before concluding that the recorded consumption accurately reflected electricity used at the premises.
- c) If NS power attributes the increase solely to underestimation of the October and December 2025 bills, please quantify:
 - i. the portion of the increase attributable to reconciliation of prior estimated bills; and
 - ii. the portion representing an actual increase in the customer's overall annual electricity consumption compared with prior years.
- d) Please compare the customer's annual consumption for 2023 through 2025 with comparable customers in the same service territory and advise whether the 2025 increase falls within the range of expected year over year variation.
- e) Please provide the amount that would have been estimated if the December bill had been coded as a winter billing period instead of a summer billing period.

Request IR-5:

Please provide copies of all the invoices issued in 2026 up to the date of this request.