

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) – Jillian
Coxhead**

INFORMATION REQUESTS – Non-Confidential

To: Jillian Coxhead
By email: [REDACTED]

From: Nova Scotia Energy Board
Board Staff

Responses Due: Friday, July 10, 2026

Contact Person: Anh Nguyen
Analyst
Nova Scotia Energy Board
Tel: (902) 424-9285
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Issued at Halifax, Nova Scotia, this 18th day of June 2026.

Pamela McGarrigle

for Lisa Wallace, Chief Clerk of the Board

1 **Request IR-1:**

2 NS Power's Regulations say:

3 When a customer disputes the amount of electricity consumed from the meter, the
4 Company shall:

- 5 a) Initiate a check on the meter reading to ensure the original reading was correct and
6 advise the customer.
- 7 b) If the customer is not satisfied, the Company shall do an "As found Meter Test" on
8 the meter in the Company's Measurement Canada certified facility to verify the
9 reading is within the allowed tolerances and advise the customer of the results.
- 10 c) If the Customer is still not satisfied, the Company will advise the Customer he/she
11 may request an independent meter test to be performed by Industry Canada.

12

13 You refused the meter test both times you contacted the DRO in 2025 and 2026 regarding your
14 bills if NS Power could not put your analog meter back on the property as you had major issues
15 with the smart meter before. You said in your appeal with the Board that you were evacuated in
16 August and September 2025 because of the wildfire, and your power was off.

17

18 On June 16, 2026, you said you had had your panel off for the past 60 days to prove the meter is
19 not reading properly and you would take a digital meter as the analog meter keeps causing issues
20 with your billing. On June 17, 2026, NS Power asked whether you wish to reconsider having your
21 meter tested and replaced by a digital meter.

22

23 (a) Please explain the issues you had with the smart meter before you had the analog meter.

24 (b) What do you mean by having your panel off for the past 60 days (i.e. mid April to mid June
25 2026)?

26 (c) Do you wish to have your meter tested now?

27

28 **Request IR-2:**

29 In your appeal, you said you want your Equal Billing dropped down to something you can afford,
30 at least \$350 or \$400.

31

32 The province has a Heating Assistance Rebate program to help low-income Nova Scotians with
33 the cost of home heating (\$400 per household as of October 2025).

- 1 (a) Did NS Power explain to you its calculations of your Equal Billing amount of \$489/month
2 (July to December 2024, \$414/month (January to June 2025) and \$550/month (July to
3 December 2025)?
- 4 (b) Did you discuss lowering the amount with NS Power at any point from July 2024, up until
5 the DRO instructed NS Power to review the amount in his decision on March 9, 2026?
- 6 i. If yes, what was the result of the discussion?
7 ii. If no, why not?
- 8 (c) Have you applied for the Heating Assistance Rebate program in the past?
- 9 i. If yes, when did you apply and did you receive a rebate?
10 ii. If no, the application period starts again on October 1, 2026. Would you consider
11 applying for a rebate?

From: Jillian Atwell Coxhead [REDACTED]

Sent: July 13, 2026 6:13 AM

To: Penney, Nicole <Nicole.Penney@novascotia.ca>

Subject: Re: M12804 - NSPI to NSEB Coxhead DRO Appeal IR Responses 1-3

**** EXTERNAL EMAIL / COURRIEL EXTERNE ****

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I agree to pay at max 400 a month. I will continue to argue the usage they say I've used.

I just recieved this email this morning, or I would have responded sooner.

My usage is not what they say. That's the whole reason I filed this complaint. I've been arguing this for years and it just keeps getting higher. Only thing that runs in my home now is a fridge, and soon I'll be unplugging that and not eating.

My response is 400 a month is what I'm willing to pay, as for the arrears, that needs to be adjusted that's the whole point of this complaint is the wrong estimates and no adjustments and improper readings of my meter. The digital meter was installed last week. I don't make 960 dollars a month , I'm on disability!!! My worker even agrees that that is way too much for me to be paying especially with all the wrong estimates and mis reads.

That's my response

Jillian