

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: **Nova Scotia Power Inc.**
Kathleen Murray
Regulatory Counsel
By email: Kathleen.Murray@nspower.ca

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

Responses Due: **Friday, July 10, 2026**

Contact Person: **Anh Nguyen**
Analyst
Nova Scotia Energy Board
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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

Request IR-1:

On May 11, 2026, NS Power provided Ms. Coxhead's Account Usage Info in Attachment 1 that showed the meter reads reaching as far back as February 21, 2021.

- (a) Please confirm when NS Power started Ms. Coxhead's account at [REDACTED]
- (b) When was the analog meter #1071472 installed at the property?
- (c) Was the meter tested when it was first installed at the property?
 - i. If yes, what was the test result?
 - ii. If no, why not?
- (d) Was the meter tested when Ms. Coxhead's account started at the property?
 - i. If yes, what was the test result?
 - ii. If no, why not?
- (e) Why can NS Power no longer support analog meters? What is NS Power's plan for its customers who still have analogue meters?
- (f) Please explain why NS Power cannot put Ms. Coxhead's analog meter back on her property if it is to be removed for testing.
- (g) Did NS Power discuss the switch to a digital meter with Ms. Coxhead during her dispute with NS Power, her appeal with the DRO or her appeal with the Board?
 - i. If yes, when? Please provide the correspondence if available.
 - ii. If no, why not?

Request IR-2:

According to the copies of Ms. Coxhead's bills NS Power provided the Board on May 11, 2026, there were four estimated bills issued in June, August and December 2025, and February 2026.

Ms. Coxhead said she was evacuated in August and September 2025 because of the wildfire, and her power was off.

- (a) Please explain in detail how NS Power estimated the consumption in each of these bills?
- (b) Did NS Power consider special circumstances like the 2025 wildfire in estimating consumption for customers in the affected area?
- (c) If NS Power now has access to usage data that was not available during the cyber incident, please provide Ms. Coxhead's actual consumption for these billing periods.

(d) Please provide the situation that led to the actual meter read on October 9, 2025 recorded in the non-estimated bill dated October 16, 2025.

(e) Please provide a copy of Ms. Coxhead's June 2026 bill.

Request IR-3:

Ms. Coxhead's bills show that her Equal Billing plan started in July 2024 for \$489/month, then changed to \$414/month (except for the April 2025 bill) and \$550/month in the first and second half of 2025 respectively to ensure her monthly payment is "on track". Ms. Coxhead's account balance reached over \$6,500 in the April 2026 bill, with \$1,800 Equal Billing amount due.

All of Ms. Coxhead's bills in 2024 and 2025 noted 1.5% interest per month on overdue amounts and interest was charged in her February and April 2024 bills. Her 2026 bills note that NS Power is not applying late fees or penalties on outstanding balances.

On March 10, 2026, NS Power confirmed that the \$550/month Equal Billing payment would continue.

(a) Please explain NS Power's calculations of each of Ms. Coxhead's Equal Billing payment amount for mentioned above. Does it take into account the Total Account Balance amount or the Equal Bill due amount at the time of review?

(b) Why did the April 2025 bill not show an Equal Billing amount?

(c) Please demonstrate NS Power's process of reviewing the \$550/month Equal Billing amount for Ms. Coxhead's account, following the DRO's directive?

(d) Will the Equal Billing amount be recalculated in July 2026?

i. If yes, what will the new amount be?

ii. If no, why not?

(e) How long does NS Power expect it would take for Ms. Coxhead's account balance to reduce back to the \$1,000 - \$2000 range as it was in 2024 and 2025 if:

i. All Equal Billing payments of \$550/month are made on schedule from July 2026?

ii. Equal Billing amount is set to \$300/month starting July 2026?

(f) What is NS Power's plan for not charging late fees on customers' outstanding balances?

i. How long will this practice continue?

ii. If and when the interest on arrears comes back:

1. Does NS Power expect it to remain at 1.5% per month?

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2. Does NS Power plan any supports for its customers having large outstanding
2 balances due to reconciled or catch-up bills?