

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) – Winton
Porter**

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: **Thursday, June 25, 2026**

Contact Person: **Anh Nguyen**
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Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 4th day of June 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

On May 7, 2026, NS Power provided Mr. Porter's Account Usage Info in Attachment 1 that shows the first bill dated July 22, 2022, for [REDACTED] while his Statement of Account in the same Attachment 1 only went back as far as January 31, 2024.

(a) Please confirm when NS Power started Mr. Porter's account at this property.

(b) What kind of meter does the property have?

(c) When was meter #435825 installed at the property?

(d) 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?

(e) Was the meter tested when Mr. Porter's account started at this property?

i. If yes, what was the test result?

ii. If no, why not?

(f) Did NS Power discuss a meter test with Mr. Porter at any point during his dispute with NS Power, his appeal with the DRO or his appeal with the Board?

i. If yes, what was the decision on the meter test?

ii. If no, why not?

Request IR-2:

According to the copies of Mr. Porter's bills NS Power provided the Board on May 7, 2026, there were five estimated bills issued in July, September, November 2025, January and March 2026.

(a) Please explain in detail how NS Power estimated the consumption in each of these bills?

(b) If NS Power now has access to usage data that was not available during the cyber incident, please provide Mr. Porter's actual consumption for these billing periods.

(c) Please provide a copy of Mr. Porter's 2023 bills.

(d) Please provide a copy of Mr. Porter's May 2026 bill.

i. Was this bill based on the true meter read of 44,239 NS Power did in person on April 9, 2026, at Mr. Porter's request?

• If no, please clarify if NS Power read the meter in person or wirelessly in May 2026.

Request IR-3:

NS Power mentioned that Mr. Porter provided a picture read of his meter (31,835 kWh) on November 27, 2025, and NS Power adjusted his account for a \$594.81 credit (showed as an adjustment in the Statement of Account on January 23, 2026).

Mr. Porter's November 2025 bill showed an (estimated) "New meter read" of 34,887. This read would normally become the "Last meter read" in the next bill. However, his January 2026 bill showed 31,835 as the "Last meter read".

(a) How did NS Power reconcile the difference between the 34,887 read in November 2025 and the 31,835 read from Mr. Porter's photo?

(b) Please provide a detailed calculation of the charges in the January 2026 bill – two base charges, two energy amounts, the usage adjustment with their respective GST and Provincial Rebate adjustments.

(c) Did NS Power provide Mr. Porter with an explanation of the \$594.81 credit?

Request IR-4:

NS Power mentioned to the DRO on April 14, 2026, that Mr. Porter is on a monthly budget plan of \$323 per month.

From the copies of Mr. Porter's bills that NS Power and Mr. Porter provided the Board, Mr. Porter's equal billing amount was \$124 per billing cycle in 2023, \$289 in 2024, \$323 in 2025 and 2026 (up to the March 2026 bill).

(a) When did Mr. Porter's Equal Billing Plan start?

(b) What were the details of Mr. Porter's Equal Billing Plan?

(c) Please explain how NS Power calculate Mr. Porter's equal billing amount for each year from 2023 to 2026.

(d) NS Power issues bi-monthly bills, which means there are normally two payments of the (monthly) equal billing amount in each bill. Why do the bills only show one "payment received" amount and take the second "payment received" off the amount owing from last bill instead?

(e) Considering Mr. Porter's account balance amounts in the November 2024 and November 2025 bills were close to \$800 and \$1,800 respectively, why did NS Power not recalculate

- 1 his equal billing amount in January or July 2025 or January 2026 to gradually reduce the
2 account balance?
- 3 (f) Will NS Power recalculate Mr. Porter's equal billing amount in July 2026?
- 4 i. If yes, what would the new equal billing amount be?
- 5 ii. If no, does NS Power offer Mr. Porter a payment plan to help reducing the account
6 balance?