

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) –
European New Market**

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, August 13, 2026**

Contact Person: **Anh Nguyen**
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Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 22nd day of July 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

The account for the European New Market at 590 Portland Street, Unit 114, is under Ms. Inga Giter's name, but Mr. Genadi Shpoker filed the appeal with the Board on behalf of the business. For simplicity, the Board will simply refer to bills in dispute as "the bills".

On May 11, 2026, NS Power provided copies of the bills in Attachment 3. The first bill dated January 11, 2024, shows a connection fee and that the meter was read on January 9, 2024.

(a) Please confirm if NS Power started the account at this address on January 9, 2024.

(b) What kind of meter is meter #2209653?

(c) When was the meter installed at the property? When is it due for recertification after the manufacturer's 10-year seal?

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

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

ii. If no, why not?

Request IR-2:

According to the copies of the bills, NS Power used the average usage from the same month in the previous year to estimate the usage for the months it could not obtain true meter reads (May 2025 to February 2026) except for the November 2025 bill.

(a) Why was the account setup on a monthly billing cycle instead of bi-monthly?

(b) Please explain why NS Power did not use historical usage from multiple bills with the same seasonal code to estimate the consumption in these bills? Is it a fair estimate to use only one historical data point from the year before?

(c) Mr. Shpoker provided a meter read on January 22, 2026. Why didn't NS Power include this meter read in the usage estimate for his February 2026 bill?

(d) Please explain the \$3,309.97 adjustment included in the October 2025 bill.

(e) Please provide a copy of the May and June 2026 bills.

(f) Please provide the full payment history of this account.

1 **Request IR-3:**

2 From the copies of the bills, Automatic Payments began with the April 2024 bill and ended with
3 the August 2025 bill. Please provide details of how and why the Automatic Payment arrangement
4 started and ended.

5
6 **Request IR-4:**

7 On January 22, 2026, NS Power mentioned payment arrangements to Mr. Shpoker. On May 11,
8 2026, NS Power said it is prepared to work with Mr. Shpoker to establish a reasonable payment
9 arrangement to address the outstanding balance.

10
11 Considering the outstanding balance in the April 2026 bill was over \$22,000, which would be even
12 higher in the latest bill (June 2026), please provide details of payment arrangements NS Power
13 can offer Mr. Shpoker at this stage of the appeal.