

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) – Jaspal
Singh**

INFORMATION REQUESTS – Non-Confidential

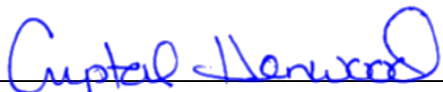
To: **Nova Scotia Power Inc.**
Kathleen Murray
Regulatory Counsel
By email: Kathleen.Murray@nspower.ca

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

Responses Due: **Wednesday, July 8, 2026**

Contact Person: **Anh Nguyen**
Analyst
Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 16th day of June 2026.



FOR: Lisa Wallace, Chief Clerk of the Board

Request IR-1:

On May 12, 2026, NS Power included its response to the DRO dated March 27, 2026 which said Mr. Singh connected service at [REDACTED] on December 10, 2025 and the meter read of 81,175 kWh obtained on that date was a true read.

The DRO instructed NS Power to test meter # [REDACTED] on March 29, 2026 and NS Power provided Mr. Singh with the meter test results on April 20, 2026.

(a) What kind of meter is meter # [REDACTED]?

(b) When was the meter 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 Mr. Singh's account started at this property?

i. If yes, what was the test result?

ii. If no, why not?

(e) When did NS Power remove meter # [REDACTED] for testing and replace it with meter # [REDACTED]

(f) Was meter [REDACTED] tested before being installed at the property?

i. If yes, what was the test result?

ii. If no, why not?

(g) How quick can NS Power arrange a meter test following a request from the DRO? How long does a meter test at NS Power's accredited testing facility normally take?

Request IR-2:

Mr. Singh's very first bill dated December 31, 2025, was estimated.

(a) Please explain in detail how NS Power estimated the consumption in this bill, considering there was no historical usage data from Mr. Singh at this property?

(b) If NS Power now has access to usage data that was not available during the cyber incident, please provide Mr. Singh's actual consumption for this billing period (December 10 – 31, 2025).

(c) Please provide a copy of Mr. Singh's June 2026 bill.

1 **Request IR-3:**

2 NS Power offered Mr. Singh a budget billing plan of \$480/month on March 16, 2026, which he
3 declined on March 19, 2026.

4
5 (a) How long is the payment period in this plan?

6 (b) How did NS Power calculate the budget billing amount?

7 (c) Does this budget billing amount remain the same if NS Power considers Mr. Singh's actual
8 consumption from the April and June 2026 bills?

9 i. If no, please provide the new calculation for the budget billing amount that NS Power
10 can offer Mr. Singh.