

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) – Lora
Trachsel**

INFORMATION REQUESTS – Non-Confidential

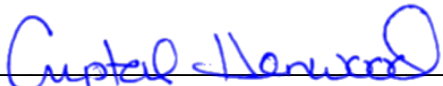
To: **Nova Scotia Power Inc.**
Kathleen Murray
Regulatory Counsel
By email: Kathleen.Murray@nspower.ca

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 20, 2026, NS Power provided Ms. Trachsel's Account Usage Info in Attachment 1 that shows the first bill dated October 15, 2020, for [REDACTED] while her Statement of Account in the same Attachment 1 only went back as far as January 8, 2024.

NS Power included in Attachment 4 its letter to Ms. Trachsel dated November 20, 2025, informing her of test result for meter # [REDACTED]

On April 22, 2026, NS Power told the DRO that when the new meter # [REDACTED] was added to Ms. Trachsel's account, an error occurred and she was not billed until April 2026.

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

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

(c) When was meter [REDACTED] 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 Ms. Trachsel's account started at this property?

i. If yes, what was the test result?

ii. If no, why not?

(f) When was meter [REDACTED] removed for testing and meter [REDACTED] installed in its place at Ms. Trachsel's property?

(g) Please explain the error that resulted in Ms. Trachsel's February 2026 bill not including any energy charges.

Request IR-2:

According to the copies of Ms. Trachsel's bills NS Power provided the Board on May 20, 2026, there were three estimated bills issued in 2025 and one in 2026.

The December 2025 bill covers the service period between April 9 and November 7, 2025, and shows that Ms. Trachsel's meter was read on November 7, 2025. And the February 2026 bill covers the service period between December 12, 2025 and February 13, 2026.

- 1 (a) Please explain in detail how NS Power estimated the consumption in the June, August
2 and October 2025 bills?
- 3 (b) If NS Power now has access to usage data that was not available during the cyber
4 incident, please provide Ms. Trachsel's actual consumption for these three billing periods.
- 5 (c) Please clarify if NS Power read the meter in person or wirelessly on November 7, 2025.
- 6 (d) Did NS Power not issue a bill in Ms. Trachsel's account for the service period from
7 November 7 to December 12, 2025?
- 8 (e) Why was the bill dated April 17, 2026, with the new meter [REDACTED], estimated? How did
9 NS Power estimate the consumption in this bill?
- 10 (f) Please provide a copy of Ms. Trachsel's 2023 bills.
- 11 (g) Please provide a copy of Ms. Trachsel's June 2026 bill.
- 12

13 **Request IR-3:**

14 Ms. Trachsel's bills NS Power provided the Board on May 20, 2026, shows the rental fee for a
15 70W High Pressure Sodium streetlight, then it switched to a 55W LED streetlight. Please explain
16 the arrangement Ms. Trachsel has with NS Power regarding these streetlights – when it started
17 and what the monthly charges are for each type of streetlight.

18

19 **Request IR-4:**

20 NS Power said that, on March 16, 2026, Ms. Trachsel requested copies of her previous three bills
21 and wanted to be removed from paperless billing, and that NS Power fulfilled her request on April
22 17, 2026.

23

24 Ms. Trachsel provided a picture of her meter on April 20, 2026. The bill dated April 22, 2026,
25 includes a usage adjustment of -\$1,248.23 and the corresponding GST and Provincial Rebate
26 adjustments.

27

- 28 (a) Did Ms. Trachsel have an issue accessing her bills online before March 16, 2026?
- 29 (b) Please explain the calculations for the usage adjustment, the GST and Provincial Rebate
30 adjustments in this bill.