

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**

2ND INFORMATION REQUESTS – Non-Confidential

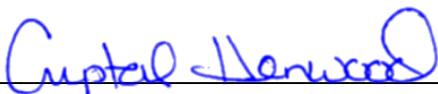
To: **Nova Scotia Power Inc.**
Kathleen Murray
Regulatory Counsel
By email: Kathleen.Murray@nspower.ca

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

Responses Due: **Thursday, September 3, 2026**

Contact Person: **Anh Nguyen**
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Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 20th day of August 2026.



FOR: Lisa Wallace, Chief Clerk of the Board

Request IR-5:

The Board's IR-1(g) asked about NS Power's system error that resulted in Ms. Trachsel's February 2026 bill not including any energy charges. NS Power did not explain the error in its response.

In responding to the Board's IR-2, NS Power said the read service order was not fulfilled due to there not being enough time to complete the reading on the day the read service order was assigned; therefore, the April 2026 bill was estimated, without a true meter read.

The copy of Ms. Trachsel's June 2026 bill NS Power provided showed it was also an estimated bill, with no recorded usage and only the base charges of \$19.17 and \$20.08 per month in addition to the streetlight rental fee.

On August 19, 2026, Ms. Trachsel provided a copy of her August 2026 bill which shows it was estimated because of "Dog Present", and again no recoded usage, only a base charge and a streetlight rental fee. She mentioned that "someone is always home and access can be provided". Ms. Trachsel also provided pictures of her meter taken on August 19, 2026, which show "d1 24280" and "d1 8915".

(a) Please explain why the system error occurred when the new meter was installed at the property.

(b) Why was the June 2026 bill still estimated, without any recorded usage to calculate energy charges? Why was the meter read not done wirelessly now that the system has been restored?

(c) If NS Power's staff visited the property for a meter read in August, did they attempt to gain access to the meter, despite having a dog present?

i. Was the dog outside and a threat to the meter reader?

ii. Why did NS Power not have the meter read done wirelessly this time?

(d) Will NS Power issue an updated August bill with the information from the pictures Ms. Trachsel provided?

i. If yes, please provide a copy of the updated bill.