

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) – Brad
Neville**

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: **Monday, July 20, 2026**

Contact Person: **Anh Nguyen**
Analyst
Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 26th day of June 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

On June 1, 2026, NS Power provided Mr. Neville's Account Usage Info in Attachment 1 that shows included meter read data dated as far back as July 2022 for [REDACTED]. NS Power also provided the meter test results dated April 10, 2026.

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

(b) What kind of meter is meter #2073658?

(c) When was the meter 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. Neville's account started at this property?

i. If yes, what was the test result?

ii. If no, why not?

(f) When did NS Power remove meter #2073658 for testing and replace it with meter #2568741?

(g) Was meter #2568741 tested before being installed at the property?

i. If yes, what was the test result?

ii. If no, why not?

Request IR-2:

According to the copies of Mr. Neville's bills NS Power provided the Board on June 1, 2026, there were three estimated bills issued in July and September 2025, and January 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. Neville's actual consumption for these billing periods.

(c) Please describe the situation that led to the actual meter read on October 29, 2025, before the January 2026 bill going back to being estimated. Was the meter read in person or wirelessly on October 29, 2025?

(d) Was the meter read in person or wirelessly on March 2 and May 1, 2026?

Request IR-3:

Mr. Neville's bills show that his Equal Billing amount was \$224/month in 2024, then changed to \$234/month for 2025 and 2026. Mr. Neville's account balance was close to \$4,500 in the May 2026 bill.

(a) When did Mr. Neville's Equal Billing plan start and at what amount per month?

(b) Please explain NS Power's calculations of Mr. Neville's Equal Billing payment amount from the start of his account until now?

(c) Will the Equal Billing amount be recalculated in July 2026?

i. If yes, what will the new amount be?

ii. If no, why not?