

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: Brad Neville
By email: [REDACTED]

From: Nova Scotia Energy Board
Board Staff

Responses Due: Monday, July 20, 2026

Contact Person: Anh Nguyen
Analyst
Nova Scotia Energy Board
Tel: (902) 424-9285
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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:

NS Power's Regulations say:

When a customer disputes the amount of electricity consumed from the meter, the Company shall:

- a) Initiate a check on the meter reading to ensure the original reading was correct and advise the customer.
- b) If the customer is not satisfied, the Company shall do an "As found Meter Test" on the meter in the Company's Measurement Canada certified facility to verify the reading is within the allowed tolerances and advise the customer of the results.
- c) If the Customer is still not satisfied, the Company will advise the Customer he/she may request an independent meter test to be performed by Industry Canada.

Upon notice from Industry Canada, the Company will remove the meter and ship it to Industry Canada (seal intact) for testing. If the meter, when tested, is found to be accurate, the customer is responsible for any outstanding amount. Also, if the meter is found to be accurate, the Company will charge the customer a fee as outlined in the Schedule of Charges 7.1, Section 1.

Dispute Test Fee re satisfactory meter: \$46.00

You refused the meter test result from NS Power's Measurement Canada accredited testing facility and requested a meter test from Measurement Canada. In its email to you dated April 15, 2025, NS Power explained that if the test by Measurement Canada found the meter to be faulty, the testing fee will be credited back to your account.

Please confirm if you wish to have your meter tested by Measurement Canada now, understanding the provision about the testing fee.

Request IR-2:

In your appeal, you provided reports on your smart thermostat system, which included stats on your heat pump and electric heat from October 2025 to February 2026, and May 2026.

(a) When was your heat pump installed at the property? Is heat pump now the only heat source for the property?

(b) What was the heating system for the property before the installation of the heat pump?

- 1 (c) What other main appliances and/or electrical devices were installed at the property before
- 2 and after you started your occupancy that contribute to your “on-premise” usage?
- 3 (d) Does the smart thermostat system monitor and report on electricity usage of those
- 4 appliances and devices too?