

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) – Susan
MacKay**

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, August 5, 2026**

Contact Person: **Anh Nguyen**
Analyst
Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 15th day of July 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

On June 4, 2026, NS Power provided copies of Ms. MacKay's bills, starting with the bill dated March 15, 2024, that showed her meter was read on March 13, 2024, and a connection fee of \$11.

(a) Is March 13, 2024, the day NS Power started her account at [REDACTED] [REDACTED]?

(b) What kind of meter is meter [REDACTED]?

(c) When was the meter installed at the property?

(d) When was the meter certified by the manufacturer? If the 10-year seal period has passed, has the meter been retested?

(e) Please explain the situation that led to NS Power removing meter #2342239 for testing and replacing it with meter [REDACTED] on July 28, 2025.

(f) Why did NS Power not issue any bills in Ms. MacKay's account over the 8-month period between July 28, 2025, and March 20, 2026?

(g) Please explain how NS Power estimated the consumption of 1,719 kWh in Ms. MacKay's bill dated May 15, 2025.

Request IR-2:

On June 4, 2026, NS Power said Ms. MacKay should only be responsible for payment of the energy for the 180 days leading up to her last scheduled regular meter reading date (March 20, 2026). NS Power's calculations yielded a credit amount of \$560.55 for Ms. MacKay that was not included in her closing bill dated May 4, 2026.

(a) Did NS Power issue an updated closing bill for Ms. MacKay to include this credit amount?

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

ii. If no, please confirm Ms. MacKay's outstanding balance at the time NS Power closed her account on May 1, 2026.

(b) Considering the outstanding balance in the May 2026 bill, before the credit mentioned above, was over \$2,500, what payment plan options can NS Power offer Ms. MacKay to help retiring the outstanding balance?