

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**

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: **Friday, September 18, 2026**

Contact Person: **Anh Nguyen**
Analyst
Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 3rd day of September 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-3:

On June 4, 2026, NS Power said that 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 of March 20, 2026. Ms. MacKay's March 2026 bill was dated March 20, 2026, with the meter read date of March 13, 2026.

(a) How does NS Power determine the "last scheduled regular meter reading date"?

i. Please provide a copy of any policies, guidelines, directives or other guidance regarding the "last scheduled regular meter reading date".

ii. Does NS Power have a list of scheduled regular meter reading dates for each of its customers?

iii. Why was March 20, 2026 Ms. MacKay's last scheduled regular meter reading date and not March 13, 2026 (Ms. MacKay's actual last meter reading date, according to her March bill)?

(b) Please calculate the credit based on the last scheduled regular meter reading date being March 13, 2026.