

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: THE PUBLIC UTILITIES ACT

- and -

**IN THE MATTER OF: A DRO Appeal regarding Billing by a customer of NOVA SCOTIA
POWER INC. (NS Power) – Greg Hammond**

INFORMATION REQUESTS

To: **Jennifer Ross**
Director, Regulatory Planning & Compliance
Nova Scotia Power Inc.

By e-mail: Jennifer.ross@nspower.ca

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

Responses Due: **Friday, August 7, 2026**

Copies: 1 electronic copy (PDF searchable)

Contact Person: **Ms. Rianne MacDonell, P.Eng.**
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Issued at Halifax, Nova Scotia, this 17th day of July 2026



Lisa Wallace, Chief Clerk

1 **Request IR-1:**

2 Reference Exhibit H3 NS Power's Response to Appeal. Page 74 of pdf contains the invoice of
3 the account for the time period November 18, 2021, to January 21, 2022.

- 4 a) Please confirm that the meter #1132914 was changed to meter #2300017 on January 4,
5 2022? If not, please provide the date.
- 6 b) Why was the meter changed?
- 7 c) Was meter tested?
- 8 i. If so, what was the result?
- 9 ii. If not, why not?
- 10 d) Did the customer request the change?
- 11 e) Was the customer informed that the analog meter was being changed to a smart meter?
- 12 i. Was the customer given the information on opting out of the smart meter
13 program? If not, why not?
- 14 f) What is the charge for meter reads if customers opt out of the smart meter and prefer an
15 analog meter?
- 16

17 **Request IR-2:**

18 What is NS Power policy on customer requested meter changes and tests?

- 19 a) When does NS Power charge for meter tests?
- 20 b) Has the customer ever been charged for any of the 5-meter changes?
- 21 c) How much is a new NS Power meter?
- 22 d) Do the meters get re-used?
- 23 e) How much is it for NS Power to conduct the "As found Meter Test"?
- 24

25 **Request IR-3:**

26 Was the customer told that they could request an independent meter test from Industry Canada
27 for a fee for any of the meter changes?

- 28 a) If so, has the customer ever requested an independent meter test from Industry Canada?
29 Please provide results.
- 30 b) If not, why not?
- 31

32 **Request IR-4:**

33 Reference Exhibit H3 NS Power's Response to Appeal. Pages 61 to 119 of pdf contain the
34 customers invoices from November 18, 2020, through May 20, 2026. The invoices have the
35 customer listed as Time of Day (TOD) from November 18, 2020, to March 22, 2021, and May

1 19, 2023, through Mary 20, 2026. The invoices have the customer listed as Time of Use (TOU)
2 customer from March 22, 2021, through Mary 19, 2023. Please explain.
3

4 **Request IR-5:**

5 Reference Exhibit H3 NS Power's Response to Appeal. Pages 120 – 135 of pdf contain the
6 electric meter test results for four of the meters that were tested. Please explain what the
7 following codes represent and the thresholds for each:

- 8 a) FLSASFKWH
- 9 b) LLSASFKWH
- 10 c) PFSASFKWH
- 11 d) PFSASFKQH
- 12

13 **Request IR-6:**

14 Reference Exhibit H3 NS Power's Response to Appeal. Page 6 of the pdf states "The new
15 energy charges incurred between November 4, 2025, and January 23, 2026, were not applied
16 to Mr. Hammond's January bill (found at page 55 of 59 in Confidential Attachment 3), so the
17 total energy charges and other charges were listed as \$0.00 and \$0.00. As noted, NS Power
18 apologizes for this error."
19

- 20 a) Please explain why a meter read was not taken?
- 21 b) Why didn't the system estimate power consumption for the January 2026 invoice?
- 22

23 **Request IR-7:**

24 Did NS Power make any effort to obtain meter reads before the rate change on January 1,
25 2026, or May 1, 2026? Please explain.

- 26 a) Did NS Power ever request the customer take a photo of the meter reading? If not, why
27 not?
- 28

29 **Request IR-8:**

30 The customer has an Electric Thermal Storage (ETS) unit.

- 31 a) Does the ETS unit consume power?
- 32 b) Would switching this unit on and off over time increase power consumption?
- 33
- 34
- 35

Request IR-9:

- a) How often does the NS Power system obtain meter readings from AMI meters prior to the cyber security event (hourly, daily, weekly etc.)?
- b) What was the last date that the customer's AMI meter sent a reading to NS Power's system before the cybersecurity event was resolved? Please provide the date and meter reading.
- c) Can NS Power obtain historical meter reads from the customer's AMI meter?
 - i. If so, please provide.
 - ii. If not, why not?

Request IR-10:

With respect to smart meters and NS Power's Advanced Meter Infrastructure (AMI) project:

- a) Are there any known issues with the type of smart meter installed at the complainant's premises that could cause the meter to read high, even when the smart meter itself meets the standards when tested? If so, have these been investigated?
- b) Could issues with the software, hardware, or other technology that transmits the data from the smart meter to NS Power cause inaccurate smart meter readings?
- c) How does NS Power monitor whether the software, hardware, or other technology used to transmit data from the smart meters, is correctly capturing and transmitting accurate data?
- d) Does NS Power conduct regular testing or calibration of the software, hardware, or other technology used in transmitting data from smart meters?
 - i. If so, how often is testing done? Please provide details.
 - ii. If not, why not?
- e) Is NS Power aware of any software or other wireless technology issues related to the smart meter which is the subject of this complaint?
- f) Can improper installation of a smart meter cause the readings to be inaccurate?
- g) Were there any installation issues discovered with the meters?

Request IR-11:

- a) What is the typical monthly energy consumption (in kWh) for an electric vehicle based on typical driving habits?
- b) What is the range (low – high) of monthly energy consumption (in kWh) for an electric vehicle?