

**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:                               Greg Hammond**



**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 17<sup>th</sup> day of July 2026

A handwritten signature in blue ink that reads "Lisa Wallace".

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**Lisa Wallace, Chief Clerk**

1 **Request IR-1:**

2 The DRO informed you that you could request and an independent meter test to be performed  
3 by Industry Canada (see Regulation 6.7) in the May 19, 2026, decision. Did you request and  
4 independent meter test?

5 a) If so, what was the result?

6 b) If not, why not?

7  
8 **Request IR-2:**

9 Reference Exhibit H3 NS Power's Response to Appeal. Page 2 of pdf states "On March 25,  
10 2022, Mr. Hammond again raised his concerns about his bill with NS Power and advised that  
11 his ETS (electric thermal storage) unit was off and his baseboard heaters were set at 0."

12 a) Do you have an electric thermal storage unit (ETS)?

13 b) What date did you turn this unit off?

14 c) Has it been turned back on or has it been off the entire time?

15  
16 **Request IR-3:**

17 Please list all major items and appliances that consume electrical energy on your premises,  
18 including outside lighting, electric vehicles, heat pumps, well, septic, recreational vehicles and  
19 any external buildings (i.e. such as a garage or workshop) with a power supply from NS Power.

20  
21 **Request IR-4:**

22 Reference Exhibit H3 NS Power's Response to Appeal. Page 51 of pdf correspondence on  
23 October 29, 2029, states "... customer has ETS and a space heater, advised avg temperate  
24 was -7.8 during ths at time frame, customer stated in mei he had an EV, advised that the stats  
25 are off and it gives him a general idea...".

26  
27 a) Do you own an electric vehicle (EV)?

28 b) When did you obtain the EV?

29 c) Is it a plug in EV?

30 d) Do you charge the EV at your property?

31  
32 **Request IR-5:**

33 Have you had an electrician check your electrical systems to determine if there are any issues  
34 that might impact electricity consumption?

35 a) If so, please provide the date, invoice and a summary of findings.

36 b) If not, why not?

1 **Request IR-6:**

2 Reference Exhibit H-1 in your notice of appeal you state “Efficiency NS visit to address any areas  
3 to change/save.”

4 a) Has Efficiency NS visited the property? If so, when?

5 b) Did they have any recommendations? Please explain.  
6

7 **Request IR-7:**

8 Reference NS Power’s website ([Submit Your Meter Read Photo| Nova Scotia Power](#)) it states “If  
9 your meter has not yet been read and you are concerned about an estimated bill, you can take a  
10 photo of your meter display to provide us with an actual meter reading. We’ll use this information  
11 to adjust your bill based on your actual usage. Your bill could be higher or lower based on the  
12 reading you provide.”  
13

14 a) Did you take a picture of the meter at any time between April 2025 and May 2026? If so,  
15 please provide the photos and if they were sent to NS Power?

16 b) If not, why not?  
17