

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) – Douglas
J Fulljames**

INFORMATION REQUESTS – Non-Confidential

To: Douglas J Fulljames

By email: [REDACTED]

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

Responses Due: Tuesday, September 1, 2026

Contact Person: Anh Nguyen
Analyst
Nova Scotia Energy Board
Tel: (902) 424-9285
anh.nguyen@novascotia.ca

Issued at Halifax, Nova Scotia, this 11th day of August 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: \$55.00

On June 26, 2026, you mentioned in your appeal that a Measurement Canada independent meter test has been requested and is in progress. On July 14, 2026, you said that you accept NS Power's meter test results and do not dispute that your meter operates accurately.

Please clarify if the meter test by Measurement Canada was done. If so, please provide the Board with the test result when available.