

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF

Paul Meade - Appeal Respecting Nova Scotia Power Incorporated Billing Dispute

NSEB M12936

ADDENDUM TO THE APPLICANT'S RESPONSE TO INFORMATION REQUESTS

INTRODUCTION

1. The Applicant filed his responses to the Nova Scotia Energy Board's Information Requests on September 15, 2026. On September 16, 2026, NS Power filed its Responses to NSEB Information Requests IR-1 through IR-5. This Addendum is provided promptly in light of that new information and is intended to supplement, clarify and, where appropriate, narrow the Applicant's responses filed the previous day.
2. The Applicant acknowledges the additional information now provided by NS Power. Several matters have been clarified. The Applicant does not intend to continue disputing matters that NS Power's September 16 responses have adequately explained. The remaining concerns are identified below.

I. AUTO PAY AND THE APRIL 28, 2026 WITHDRAWAL

3. NS Power has now confirmed that the Applicant disabled Auto Pay through MyAccount on March 31, 2026 at 8:24 a.m. AST and that the IP address associated with that change was [REDACTED]. Accordingly, there is no longer any factual dispute as to whether the Applicant disabled Auto Pay on March 31, 2026. (NSPI Response IR-3(c)(ii)-(iii), filed September 16, 2026.)
4. NS Power has also clarified that the \$4,222.15 automatic payment was processed on April 28, 2026 at 2:45:45 a.m. AST and that, at 6:00 a.m. AST that same day, the recurring Auto Pay arrangement was automatically cancelled by NS Power's system following completion of the payment extraction. (NSPI Response IR-3(d), filed September 16, 2026.)
5. In light of that clarification, the Applicant withdraws any suggestion in his earlier response that the 6:00 a.m. April 28 entry might represent an action personally taken by him. NS Power has now identified that event as an internally generated system event.
6. The remaining Auto Pay issue is therefore narrower: what term or authorization permitted the already-scheduled \$4,222.15 debit to remain active and be processed 28 days after the Applicant disabled Auto Pay, and where was that limitation on cancellation disclosed to the Applicant before the withdrawal occurred?
7. NS Power states that it does not have a separate Auto Pay policy and does not have a separate signed Auto Pay agreement for the Applicant. It states that customers enrolling in Auto Pay are advised: 'AutoPay will take effect starting the next business day and will continue until you cancel. The program will pay the full bill amount. If you would like to edit these details, click the edit option below. Any current bills will not be paid by this AutoPay.' (NSPI Response IR-3(a), filed September 16, 2026.)
8. The customer-facing language reproduced by NS Power does not state that disabling Auto Pay will leave an already-scheduled withdrawal active. NS Power has also confirmed that MyAccount does not notify a customer when a scheduled payment remains active after Auto Pay has been turned off. (NSPI Response IR-3(b)(ii).)
9. NS Power further acknowledges that MyAccount does not automatically cancel all scheduled payments when Auto Pay is turned off, describes this as a limitation of the current setup, and states

that it will investigate possible enhancements with its vendor and through the CIS Replacement Project. (NSPI Response IR-3(b).)

10. The Applicant respectfully submits that these admissions make the disclosure and authorization question more important, not less. The issue is no longer how NS Power's system operated; NS Power has now explained that. The remaining question is whether the Applicant was adequately informed, before March 31, 2026, that cancelling Auto Pay would not cancel an automatic debit already scheduled for a previously issued bill, and what term authorized the debit to proceed after cancellation.
11. The Applicant therefore maintains his request that NS Power identify the specific Auto Pay term, PAD term, customer disclosure or other authorization in effect before March 31, 2026 upon which it relies for the April 28 withdrawal. Because NS Power has stated that Auto Pay operates through its MyAccount/payment vendor environment, the Applicant also maintains his request for any available underlying transaction or audit records relating to creation, modification, cancellation and processing of the disputed payment, including relevant vendor/KUBRA records if such records exist and are within NS Power's possession or control.

II. BILLING RECONCILIATION

12. NS Power has now provided additional calculations explaining the May 2025 and July 2025 estimated bills and the September 2025 reconciliation. It explains that its Customer Information System uses a Return of Estimate (REST) function to cancel previously issued estimated bills and rebill the affected period on a true-read-to-true-read basis when an actual meter reading is obtained. (NSPI Response IR-1(b)-(c).)
13. NS Power's September 16 response also provides the calculation showing reversal of \$1,715.06 in previously estimated energy charges and replacement with charges based on 13,444 kWh of actual consumption over the 178-day reconciliation period. The Applicant accepts that this response materially answers his earlier request for the methodology and calculations underlying that reconciliation.
14. Accordingly, the Applicant does not rely on the May/July/September reconciliation methodology as a principal unresolved issue in this Addendum. This acknowledgement does not affect the separate dispute concerning the 21,376 kWh recorded during the October 23, 2025 to March 24, 2026 period.

III. METER MULTIPLIER AND METER TESTING

15. NS Power has further explained why a 300:5 current transformer ratio is used with the Applicant's 400-amp service. NS Power states that 300:5 CTs are suitable because they are rated to operate accurately up to 150 percent of nominal rating, or 450 amps, and that the corresponding multiplier is 60. (NSPI Response IR-1(g).) The Applicant accepts this explanation of the mathematical and general engineering basis for the multiplier of 60.
16. NS Power has also provided a more detailed explanation of the meter accuracy test, including the full-load, light-load, power-factor, creep and dial checks. The Applicant accepts that meter [REDACTED] passed the accuracy testing performed in NS Power's Measurement Canada-accredited facility. (NSPI Response IR-2.)
17. However, the Board specifically asked in IR-4 whether the additional tests and technical documentation previously requested by the Applicant had been completed and provided. NS Power's response is: 'No.' NS Power states that the meter accuracy test is the testing available through NS Power and refers the Applicant to Measurement Canada for further independent testing. (NSPI Response IR-4.)

18. This clarification preserves an important distinction in the Applicant's concern. The Applicant is not asserting that the isolated meter has been shown to fail its bench accuracy test. His concern has also involved verification of the complete metering and billing chain associated with the installation, including the CT installation and configuration, meter programming, application of the multiplier, communications/data transfer, CIS integration and resulting billing calculation.
19. That broader concern is particularly relevant because NS Power has acknowledged that replacement meter # [REDACTED] was not properly established in its Customer Information System after installation and that consumption from the meter was therefore not billed until an actual reading was obtained on March 24, 2026. (NSPI Response IR-1(e).) The Applicant recognizes that this administrative error does not itself establish that the recorded consumption was incorrect. It does, however, support the reasonableness of seeking account-specific verification of the complete metering-to-billing process.

IV. ENERGY CONSUMPTION AND ENERGUIDE EVIDENCE

20. NS Power states that it has no comments regarding the EnerGuide assessments because it did not conduct them and cannot comment on their findings. (NSPI Response IR-1(h).) The Applicant does not suggest that EnerGuide testing directly measures electricity consumption or proves that NS Power's bill is incorrect.
21. The EnerGuide evidence remains relevant as independent contextual evidence that substantial efficiency improvements were made to the home before the disputed period. In the Applicant's submission, that evidence, together with the historical consumption record and the HVAC inspections described in his September 15 response, supports the reasonableness of seeking further explanation for the unusually high recorded consumption.
22. NS Power's newly produced July 2026 bill provides an additional comparison. It records 3,882 kWh over 63 days on replacement meter [REDACTED], equivalent to 61.6 kWh/day. The same bill's historical-use table identifies 140.6 kWh/day for the disputed March 2026 period and 82.1 kWh/day for the May 2026 period. (Confidential Attachment 1 to NSPI Response IR-1(i).)
23. The Applicant recognizes that electricity consumption varies seasonally and that summer consumption cannot be directly equated with winter consumption. Nevertheless, the return to 61.6 kWh/day after replacement of meter [REDACTED] is relevant context because the Applicant's EV charging and other ordinary household electrical loads continued to exist. It does not prove that the March 2026 reading was wrong, but it adds to the reasons for requesting a complete account-specific explanation of the 140.6 kWh/day recorded during the disputed period.

V. CURRENT PAYMENT HISTORY AND PAYMENT ARRANGEMENTS

24. NS Power confirms in Response IR-5 that the Applicant has continued to pay his current invoices by their respective due dates. The Applicant notes this because his dispute concerns the specific outstanding balance of \$4,222.15 associated with the March 2026 invoice and is not a general refusal to pay for ongoing electricity service.
25. NS Power has offered either a 24-month arrears repayment arrangement, with approximately \$175.92 per month toward the disputed balance and no interest, or a 24-month Budget Settlement Agreement. The Applicant acknowledges those options. Their availability does not resolve the underlying merits of the disputed \$4,222.15 balance, which remains before the Board.

VI. MATTERS NOW NARROWED AND MATTERS REMAINING

26. Based on NS Power's September 16 responses, the Applicant considers the following matters substantially clarified: the REST methodology used for the May/July/September 2025 reconciliation; the general mathematical basis for the 60 multiplier associated with the 300:5 CT ratio; the

meaning and scope of the meter accuracy testing performed; and the fact that the 6:00 a.m. April 28 Auto Pay cancellation event was system-generated rather than initiated by the Applicant.

27. The Applicant respectfully submits that the principal matters remaining are: (a) the contractual or other authorization and customer disclosure supporting the April 28 debit after Auto Pay was disabled on March 31; (b) the absence of a customer notification that a scheduled payment would remain active after Auto Pay cancellation; (c) the extent to which the complete metering, CT, programming, communications, CIS and billing chain was verified for this account, particularly given the acknowledged CIS setup error and NS Power's confirmation that the additional testing requested by the Applicant was not performed; and (d) the explanation for the magnitude of the 140.6 kWh/day recorded during the disputed period when considered alongside the historical consumption, efficiency improvements, HVAC inspections and subsequent consumption recorded on the replacement meter.
28. The Applicant respectfully asks that this Addendum be read together with his September 15, 2026 response. Where this Addendum acknowledges that a matter has now been clarified by NS Power's September 16 filing, the Applicant relies on the narrower formulation in this Addendum.

CONCLUSION

29. The Applicant appreciates the additional detail provided by NS Power in response to the Board's Information Requests. The new information resolves several questions but also narrows the remaining dispute to specific matters capable of objective verification. The Applicant respectfully requests that the Board consider those remaining matters in determining whether the disputed billing and April 28 pre-authorized debit have been adequately explained and substantiated.

Respectfully submitted,

Paul Meade

Date: September 16, 2026