

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) – Paul
Douglas Meade**

INFORMATION REQUESTS – Non-Confidential

To: Paul Douglas Meade

By email: [REDACTED]

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

Responses Due: Wednesday, September 16, 2026

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

Issued at Halifax, Nova Scotia, this 25th day of August 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

You mentioned in your Notice of Appeal that you installed a new efficient heat pump, replaced all windows in the house and insulated your basement during the renovation in October 2025.

(a) What kind of heat pump did you install? When was it installed?

(b) Do you use the heat pump for air conditioning?

(c) Why did you require an upgrade to 400 amp service?

(d) What was your heating system before the heat pump was installed? Was it electric heat?

(e) Did you install/ replace any appliances during the renovation?

(f) Have you made any recent investments that require electricity such as electric vehicles or hybrid vehicles?

(g) Please provide a copy of the February 2026 EnerGuide report.

Request IR-2:

You said in your appeal that you turned off Auto Pay late March 2026, and that there are several IP addresses that do not belong to your computer nor your wife's that show up in your history, especially on April 28, the date the funds were taken from your account.

(a) Do you have any available documentation as to when Auto Pay was turned off?

(b) Did you check your bank account at the time to determine if a withdrawal had been made?

(c) Please provide a scanned copy of the bank statement showing the disputed withdrawal.

Please feel free to cover the bank account number and other information you wish.

(d) Please provide a screenshot or documentation of the IP addresses you referenced on April 28, 2026.

Request IR-3:

In your Notice of Appeal, you stated "Based on NSP billings, my average kWh/day from March 25 to November 25, 2025 (8 months) was an average of 53 kWh/day, then from November 25, 2025, to March 26, 2026, it jumps to 140.6 kWh/day (that is almost a 300% increase in energy usage)".

Have you considered that cold winter temperatures during November to March could have caused an increase in your electricity consumption?