

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: **Nova Scotia Power Inc.**
Kathleen Murray
Regulatory Counsel
By email: Kathleen.Murray@nspower.ca

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

Responses Due: **Wednesday, September 16, 2026**

Contact Person: **Anh Nguyen**
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Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 25th day of August 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

On July 17, 2026, NS Power provided copies of Mr. Meade's bills in Attachment 3, starting from the bill dated July 27, 2021, for service from May 20 to July 26, 2021. The bills dated May 27 and July 28, 2025, were estimated. The Account Usage Info NS Power provided in Attachment 1 shows the first meter read was on March 24, 2021.

Starting from the March 2026 bill, the multiplier became 60. NS Power explained that the current transformer ratio is 300:5 (when 300amps flow through the service, the meter measures 5amps). The multiplier of 60 converts the meter readings back to the actual energy consumption at the premises.

(a) When did Mr. Meade start his account with NS Power for [REDACTED]?

(b) Please explain in detail how NS Power estimated the consumption in Mr. Meade's May and July 2025 bills.

(c) Please explain why the September 2025 bill covered the same time period as the May and July 2025 bills and demonstrate the reconciliation of charges in the September 2025 bill.

(d) Please explain why the November 2025 bill was issued for a 33-day period.

(e) Please explain if the March 2026 bill covered the November 2025 billing period.

(f) How did NS Power determine the 400-amp service upgrade for Mr. Meade's property following the renovation in October 2025? Was NS Power aware of the heat pump installation, window replacement and basement insulation as part of the renovation?

(g) Please explain the multiplier of 60. How does a 400-amp service have a 300:5 current transformer ratio?

(h) Does NS Power have any comments on the EnerGuide tests that were done at Mr. Meade's property before and after the renovation?

(i) Please provide a copy of Mr. Meade's July 2026 bill.

Request IR-2:

On June 25, 2026, NS Power informed Mr. Meade of the test result for meter [REDACTED] dated June 8, 2026. In his appeal to the Board, Mr. Meade said there was very little explanation of the test results.

(a) What does "the meter operates within prescribed accuracy limits" mean?

(b) Please explain the information included in the Comments Screen Inquiry Mode and Electric Meter Test Results that were attached to the June 25 letter.

Request IR-3:

Mr. Meade said he turned off Auto Pay in the online portal on March 31, 2026, but the automatic payment of \$4,222.15 occurred on April 28, 2026. On May 15, 2026, NS Power explained to the DRO that Auto Pay was already in motion for the March 2026 bill that it would only be turned off after the extraction was completed, i.e. on April 28, 2026, at 6am.

On July 17, 2026, NS Power said that the customers retain exclusive control over their MyAccount Auto Pay settings and NS Power does not modify those settings on a customer's behalf, and that when Mr. Meade disabled Auto Pay in March 2026, Auto Pay arrangements were cancelled for future bills but the payment for the March 2026 bill had already been scheduled for processing and remained active under the Payments section.

(a) Please provide any documentation outlining:

- i. NSN Power's Auto Pay policy
- ii. What NS Power advises its customers when they sign up for Auto Pay
- iii. Evidence that Mr. Meade was notified and agreed to Auto Pay terms.

(b) Can MyAccount be set up so that all scheduled payments are automatically cancelled when a customer turns off Auto Pay?

- i. If no, why not?
- ii. Can MyAccount notify the customer about any scheduled payment(s) remaining active after he/she turns off Auto Pay?

(c) When was Mr. Meade's Auto Pay set up?

- i. When was his Auto Pay initially turned on?
- ii. Please provide any dates and times when Mr. Meade's Auto Pay was turned on or off, and who turned it on or off.
- iii. Can NS Power provide the IP addresses that turned Auto Pay on or off on those dates?

(d) On April 28, 2026, at 6am, did NS Power turn Auto Pay off?

- i. If no, can NS Power confirm whether Auto Pay was off at any time after April 28, 2026?
- ii. Was the 6am based on AST or a different time zone?

1 iii. At what date and time did the automatic payment happen?

2 (e) Mr. Meade said in his Notice of Appeal “In a response from NSP, they admitted to not
3 turning it off until they extracted the payment, then turning it off 2 hours after taking this
4 payment”. Please comment on this statement and explain if it is correct.
5

6 **Request IR-4:**

7 In Mr. Meade’s Notice of Appeal, he included the correspondence with Teri where he requested
8 a series of tests be done and several technical documentations be provided to him.
9

10 Were these tests done and documentations provided to Mr. Meade? Why or why not? Please
11 provide any available test results and copies of the documentations or indicate where they are if
12 already filed.
13

14 **Request IR-5:**

15 What payment arrangement does NS Power offer Mr. Meade at this stage of the appeal?