

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) – Kevin
Lepage**

INFORMATION REQUESTS – Non-Confidential

To: Kevin Lepage
By email: [REDACTED]

From: Nova Scotia Energy Board
Board Staff

Responses Due: Thursday, October 29, 2026

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

Issued at Halifax, Nova Scotia, this 7th day of October 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 July 3, 2026, you mentioned in your appeal that you require a Measurement Canada independent test for meter #2047502. On July 16, 2026, NS Power sent you a letter regarding the meter test results from its testing facility and included the process, including the fee and a link, to request the Measurement Canada meter test if you wish.

On August 4, 2026, you repeated this request.

(a) Please clarify if you had arranged the meter test with Measurement Canada, knowing that the \$55 testing fee would be credited to your account if the meter is found to be outside the allowable limits.

(b) Please provide the Board with the test result when available.

Request IR-2:

On June 29, 2026, you provided the submission that mentioned your first electric vehicle was acquired in 2024, and there were 2 electric vehicles in 2024 and 1 in 2025.

1 (a) When in 2024 did you acquire your first electric vehicle? What is the make/model?

2 (b) When in 2024 did you acquire your second electric vehicle? What is the make/model?

3 (c) Do the manufacturers provide you with information regarding estimated average power
4 usage that is associated with each electric vehicle? If so, please provide that information.

5 (d) Do you normally charge these vehicles at home or at charging stations?

6 (e) When did it become one electric vehicle in the household again?

7
8 **Request IR-3:**

9 In your June 29, 2026, submission, you provided the Meter Comparison Report (Attachment 1)
10 that included information from your meter # [REDACTED] and your neighbour's meter # [REDACTED] at [REDACTED]
11 [REDACTED]. You asked the Board to review it.

12
13 Please advise if your neighbour has agreed to be included in your appeal and granted their
14 permission for their meter, household circumstances, recorded usage and any other information
15 to be compared to yours by either NS Power or the Board.

16 (a) If so, please provide the six photographs of your neighbour's meter's display screens
17 (June 29, 2026) again with better clarity so that information on the meter is legible.