

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

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

Responses Due: **Thursday, October 29, 2026**

Contact Person: **Anh Nguyen**
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Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 7th day of October 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

On July 20, 2026, NS Power provided copies of Mr. Lepage's bills in Attachment 3, starting from the bill dated August 16, 2021, for service from June 9 to August 10, 2021. The bills dated October 16, 2024, June 13, August 15, and December 12, 2025, were estimated. All bills show a rate code of 03B. The Account Usage Info NS Power provided in Attachment 1 shows meter reads from as far back as October 16, 2020.

- (a) When did Mr. Lepage start his account with NS Power for [REDACTED], Bedford?
- (b) Please explain in detail how NS Power estimated the consumption in each of Mr. Lepage's estimated bills.
- (c) Please demonstrate the reconciliation of charges in the October 2025 bill.
- (d) What does rate code 03B mean? What is the difference between rate codes 02B and 03B?
- (e) Please provide a copy of Mr. Lepage's 2020 and 2021 bills before the August 2021 bill, as well as the August 2026 bill.

Request IR-2:

On July 16, 2026, NS Power informed Mr. Lepage of the test result for meter # [REDACTED] dated July 10, 2026. On August 4, 2026, Mr. Lepage raised some questions regarding the meter test results.

- (a) What kind of meter is meter [REDACTED]
- (b) When was meter [REDACTED] installed at the property? When is it due for recertification after the manufacturer's 10-year seal?
- (c) What happens during the general process of a meter test by NS Power's testing facility? Please provide the timeline of meter # [REDACTED] from the date it was removed for testing (and replaced by meter # [REDACTED])
- (d) What is the condition of meter [REDACTED] when it was installed at the property? When is it due for recertification after the manufacturer's 10-year seal?
- (e) What does "the meter operates within prescribed accuracy limits" mean?
- (f) Please explain the information included in the Electric Meter Test Results – Screen One to Four that were attached to the July 16 letter. More specifically:
 - i. What do each of the tests (Creep, Dial, Phase, Short, Hand tests) do, and how did NS Power's testing facility decide which tests to do on Mr. Lepage's meter?

- 1 ii. What is the difference between “As Found kWh” on Screen One and “As Left kWh”
2 on Screen Four?
3

4 **Request IR-3:**

5 On June 29, 2026, Mr. Lepage provided a Meter Comparison Report in his initial appeal to the
6 Board to illustrate that his neighbour’s meter reads three times lower than his, despite the two
7 meters being of the same make/model, manufacture date, with consecutive serial numbers, and
8 his neighbour has more occupants in their property. Under the Side-by-Side Meter Comparison
9 section of this report, Mr. Lepage recorded the diagnostic code of rH05555 among other details
10 of the two meters on June 29, 2026.
11

12 On August 4, 2026, Mr. Lepage mentioned that the diagnostic code changed to rH0455 following
13 the outage on July 3, 2026.
14

15 (a) Please explain what the diagnostic code on a meter is for, and under what circumstances
16 does it change?

17 (b) Please comment on the outage on July 3, 2026, and its effect on the recorded
18 consumption of those customers who were affected? Why did Mr. Lepage’s meter still
19 record 4 kWh of usage during the outage?

20 (c) What are NS Power’s comments on Mr. Lepage’s Meter Comparison Report?
21

22 **Request IR-4:**

23 On June 29, 2026, Mr. Lepage mentioned that he acquired the first electric vehicle in 2024, and
24 that his air conditioner broke between May 16 and September 12, 2025.
25

26 In NS Power’s experience:

27 (a) What is the effect of having an electric vehicle in the household on power consumption?
28 If there are two electric vehicles, does the effect double?

29 (b) What is the effect of not having the air conditioner in the household on power
30 consumption?
31

1 **Request IR-5:**

- 2 On July 16, 2026, NS Power said it could offer the Equal Billing program to help Mr. Lepage
3 budget his bills throughout the year through equal monthly payments. What are the details of the
4 Equal Billing plan NS Power offers Mr. Lepage at this stage of the appeal?