

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) – Bernard Wentzell**

INFORMATION REQUESTS

To: **Nova Scotia Power**
Jennifer Ross
Director, Regulatory Planning & Compliance
By email: jennifer.ross@nspower.ca

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

Responses Due: **Friday, September 18, 2026**

Copies: 1 electronic copy (PDF searchable)

Contact Person: **Chris Jiang, P.Eng.**
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Issued at Halifax, Nova Scotia, this 3rd day of September 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

Please confirm when meter #2291261 was installed at the property and identify any meter changes affecting the account since 2021.

- a) If there were any meter changes during the period, please list each prior meter number, the date it was installed, the date it was removed, and the reason for removal or replacement.
- b) For each prior meter, please confirm whether an as-found meter test, reverification, or other metering test was completed. If so, please provide the test record, certificate, or inspection report.
- c) If any prior meter was not tested after removal, please explain why not and identify whether Nova Scotia Power (NS Power) still has custody or records for that meter.

Request IR-2:

Please explain NS Power's process and method for testing revenue meters at its facility, including the steps followed when a customer disputes meter accuracy.

- a) Please identify the standards, Measurement Canada requirements, internal procedures, test equipment, and accuracy tolerance for meter testing.

Request IR-3:

On page 2 of its response to the appellant, NS Power states that the appellant became a net-metering customer on July 24, 2019, following installation of a solar panel array and a bi-directional meter, and that on July 30, 2024, after adding additional generation capacity, the appellant was no longer a legacy customer and became subject to the self-generation option (SGO) customer, governed by section 7 of the *Electricity Act*.

- a) Please confirm whether an official notification was provided to the customer regarding the account type change from legacy net-metering to SGO.
 - i. If yes, please provide a copy of the official notification.
 - ii. If not, please explain why there was no official notification.

Request IR-4:

On page 2 of NS Power's response to appellant, NS Power states: "Based on the information from Mr. Wentzell, the customer associate advised that it appeared 1997 kWh was used in real time from the house, so the total usage was 6741 kWh for the 59-day period."

- a) Please explain how the total consumption of 6741 kWh was calculated.

Request IR-5:

Please confirm whether NS Power agrees with the DRO's identification of NS Power Regulations 3.6, 5.5, 6.4, and 6.7, and the *Electricity and Gas Inspection Act, Regulations*, as relevant to this matter.

- a) If NS Power does not agree, please identify the applicable statutes, regulations, Measurement Canada requirements or other legal requirements NS Power relies on.
- b) If NS Power agrees, please explain how each regulation or statute applies to the SGO customers and the issues raised in this appeal.

Request IR-6:

Please provide a copy of the earlier sections of the *Electricity Act* that were in effect for the legacy net-metering customers.

Request IR-7:

Please confirm whether section 3.6 of NS Power Regulations applies to SGO customers.

- a) If yes, please identify the specific subsections relied on and explain how they correlate with section 7 of the *Electricity Act*.
- b) If not, please identify the applicable provisions governing SGO customers and explain whether NS Power intends to propose or seek approval for SGO-specific regulation updates.

Request IR-8:

Please explain, step by step, how NS Power calculated the 4474-kWh consumption and 817-kWh generation credit for the January 24, 2026, to March 24, 2026, billing period, by using the provided metering records on page 3 to page 6 of Exhibit W-5.

Request IR-9:

Please confirm whether the appellant's annual generation has ever exceeded annual consumption since becoming an SGO customer.

- a) If so, please provide the annual consumption, annual generation, excess generation amount, and resulting credit or compensation treatment for each applicable year.

1 **Request IR-10:**

2 On page 6 of Exhibit W-3, NS Power's customer service had emailed the DRO and noted that
3 "Meter # 2291261 is a 3ph meter and is required to be completed by an electrical inspector."

4 a) Please clarify whether meter # 2291261 is a three-phase meter or single phase.
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