

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) – Kenneth McPhee**

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 4, 2026

Copies: 1 electronic copy (PDF searchable)

Contact Person: Miranda Mavhunga
Senior Advisor Finance
Nova Scotia Energy Board
3rd Floor, 1601 Lower Water Street
Halifax, NS B3J 3S3
Tel: (902) 424-4448
Email: Miranda.Mavhunga@novascotia.ca

Issued at Halifax, Nova Scotia, this 21st day of August 2026.



Lisa Wallace, Clerk of the Board

Request IR-1:

- a) Please confirm when and how Mr. McPhee requested service at [REDACTED] and the effective date requested.
- b) NS Power states that it has no record confirming the October 7, 2025, service start date. Please explain the basis for using October 7, 2025, as the start date.
- c) Please describe NS Power's normal standard process for receiving, documenting and retaining service requests, including the records normally created.

Request IR-2:

- a) Please identify each meter number associated with Mr. McPhee's account, the unit each meter served, and the dates each association was effective.
- b) Page 1 of Attachment 1 to Exhibit M-3, suggests that Mr. McPhee was connected to two meters simultaneously on October 7, 2025. Please confirm if this is the case.
- c) What was the cause of the meter labeling issue.
- d) Did NS Power independently verify the meter to unit assignments or relied wholly on information provided by the property owner?

Request IR-3:

Please explain why it took from February to July 2026 to identify and correct the meter and estimated reading errors.

Request IR-4:

Please reconcile the account balance showing the charges at the two addresses separately.

Request IR-5:

Please provide documentation that supports the January 21, 2026, connection date at Mr. McPhee's current address.