

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) – Ralph
and Dennita Fitzpatrick**

INFORMATION REQUESTS – Non-Confidential

To: Dennita Fitzpatrick
By email:

From: Nova Scotia Energy Board
Board Staff

Responses Due: Tuesday, September 15, 2026

Contact Person: Eric Kirby
Senior Advisor
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:

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.

Given that you don't agree with the recorded usage from your previous meter from 2025 through to 2026, have you requested an independent meter test performed by Industry Canada? If not, why not?

⇒ I was not aware this was an option and do not recall being advised of this regulation.

Request IR-2:

In your reply to NS Power's response, in background item b) you mentioned that "The estimated bills seemed reasonable as they largely aligned with our 2024 experience."

- a) Was the 2024 usage the lowest your household has ever recorded?
 - i. Is it possible that the 2024 low usage was impacted by other factors, not just changes you made from 2023?

- ⇒ 2024 was the lowest in the period analyzed. We have no data prior to 2020 to determine if it was the "lowest ever recorded". My research indicates 2024 was a warm year overall but so was 2021, 2022 and 2023 with an overall warming trend.
- ⇒ Since we do not heat or cool with electricity the outdoor temperature has less impact on our consumption. The warm summers do result in less usage of the pool heater but there does not appear to be anything markedly different in 2024.
- ⇒ I have no knowledge of any "other factors" that may have contributed to the 2024 outcome unless the outdoor heat/cold are impacting the meters ability to read accurately.

Request IR-3:

In your reply to NS Power's response, in background item h) you mentioned that "Clearly the adjusted 2025 is the unexplainable OUTLIER."

- a) Is it possible that 2024 was also an outlier, when compared to 2020-2023?

- 2024 is 17% lower than the prior 3 years. Since we had been actively working on energy efficiency including investing in new energy efficient appliances it seemed reasonable and rational to assume this was the cumulative impact of our efforts. We have no knowledge of any other factors that may have contributed to the decrease.
- Conversely, in 2025 we had continued to make investments in new appliances and worked toward continued improvements in energy consumption, participated in the time of day saving

program, while nothing else changed in our household yet we are being billed for an unreasonable and irrational increase of 43%.

i. Is it possible more of the usage from the first meter read could be attributed to the February to April billing period than used in your calculations?

⇒ If you mean the first actual meter read in 2026, yes that is possible. NS Power is not able to provide the actual read for that period but in their appeal submission they agreed with the total I had calculated for 2025.

ii. What would the 2025 adjusted consumption look like if the usage for the Feb to April period from 2023 was used as opposed to 2024?

⇒ I am not sure I understand the question. The trend for the Feb to Apr periods is as follows:

2022	1545	actual
2023	1495	actual
2024	1448	actual
2025	1298	actual (the last read before the cyber issue)
2026	1298	estimated

Using 2024 instead of 2025 is a difference of 150 kwh largely immaterial given the issue is the adjustment of 5757 kwh.

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Request IR-4:

In your reply to NS in the Issues in Dispute, s) you noted, “we had no way of knowing and therefore we didn’t have the opportunity to make any corrections. We were flying blind because of the NSP computer issue.”

a) During the period disputed, could you have checked the meter’s readings manually, as you did when you monitored the meter yourself from August 14-16, 2026?

⇒ Monitoring the meter is NS Power’s job, not mine. Our consumption and bills have always been consistent and rational and we have never had the need to even look at the meter. In fact, I didn’t even know how to read it. Before now, I don’t think we ever called NS Power regarding our bill.

⇒ When NS Power was unable to read the meter, they never indicated there was a risk of a large retro adjustment nor did they ever suggest that we should monitor the meter ourselves or tell us how to.

⇒ If I had known there was a risk that we would end up here, with a large retro adjustment I would have read the meter myself. It wasn’t until this issue emerged, that I figured out how to read the meter on my own and started testing in an effort to understand what is happening. That is what the NS Power telephone agent suggested I should do - which seemed ridiculous to me at the time.

Request IR-5:

a) When did you first sign up for the time-of-day savings program?

➔ The program launched in Nov 1, 2024. We signed up right away and were told it was a pilot. You can see the varying energy charges beginning on the Jan 2025 bill which was for the period Oct 7-Dec 6 2024.

b) How long was the program supposed to run for (please provide the start and end dates)?

- ⇒ The program was discontinued in the winter of 2025 due to the cyber incident and I think our last bill in the program was Jan 2026 for the period Oct 7-Nov 30, 2025.
- ⇒ You can see the summer rate of \$0.13056 was charged from April 6-Oct 7.
- ⇒ We were not clear on how long the program was supposed to run and we were not even sure it would be beneficial for us but we were willing to try it.