

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
Tel: (902) 424-9292
eric.kirby@novascotia.ca

Issued at Halifax, Nova Scotia, this 25th day of August 2026.



Lisa Wallace, Chief Clerk of the Board

1 **Request IR-1:**

2 NS Power's Regulations say:

3 When a customer disputes the amount of electricity consumed from the meter, the
4 Company shall:

- 5 a) Initiate a check on the meter reading to ensure the original reading was correct and
6 advise the customer.
- 7 b) If the customer is not satisfied, the Company shall do an "As found Meter Test" on
8 the meter in the Company's Measurement Canada certified facility to verify the
9 reading is within the allowed tolerances and advise the customer of the results.
- 10 c) If the Customer is still not satisfied, the Company will advise the Customer he/she
11 may request an independent meter test to be performed by Industry Canada.

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

16

17 **Request IR-2:**

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

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

23

24 **Request IR-3:**

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

- 27 a) Is it possible that 2024 was also an outlier, when compared to 2020-2023?
- 28 i. Is it possible more of the usage from the first meter read could be attributed to the
29 February to April billing period than used in your calculations?
- 30 ii. What would the 2025 adjusted consumption look like if the usage for the Feb to
31 April period from 2023 was used as opposed to 2024?

1 **Request IR-4:**

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

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

7
8 **Request IR-5:**

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

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