

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

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

Responses Due: **Tuesday, September 15, 2026**

Contact Person: **Eric Kirby, CPA, CMA**
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:

In Exhibit F-4, NS Power included Utility contact by Account screenshots, in particular Attachment 2, Page 9 of 9, the comment lines noted that a CR adjust of \$107.77 was made.

- a) Please provide the calculation that NS Power used to come up with \$107.77.
- b) Was the amount of the credit due to too many days being billed, or a difference in the number of days billed at the summer or regular rate?
 - i. If it is based on too many days being billed, how did NS Power determine that, given the true-up was just the difference between the actual meter reads and what was previously billed?
- c) How did NS Power allocate the usage to summer and regular rates for the adjustment amount?
- d) The note stated 209 days at summer rate and 216 at regular rate. Was average daily usage used to allocate to these days, or did NS Power use past usage history to determine how much usage was allocated to the summer rate and regular rate?

Request IR-2:

- a) Once the meters were reconnected to NS Power's system, how many days of daily usage were uploaded to NS Power's system/stored in the meter?
- b) Please provide as many days of daily usage, going back to 2021, that NS Power has for the customer's account, including before the cyber attack.

Request IR-3:

In the appellant's reply submission, NS Power communication/Billing n), the appellant noted consumption of 19,338 kWhs (2762/billing cycle) for 2021.

- a) Please confirm that this isn't the 2021 consumption, but rather 7 billing cycles dating from the April 2025 actual meter read to the June 2026 billing cycle.
- b) Please provide the calculation that NS Power used to show that actual consumption was 19,338 kWh noted by the appellant.
- c) What was the same usage for the same billing periods (7 cycles) since June 2021?

Request IR-4:

- a) What is NS Power's policy for estimating bills/usage for a billing period?
- b) Are estimates based on an average for the same billing period over a set number of years, or based on the previous year for the same period?

1 i. If several years (two or more) is the policy, why was this customer's estimate set
2 based on just the previous year?

3

4 **Request IR-5:**

5 If available, please provide daily high and low temperatures from April 2022 to July 2026.