

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) – Leslie
Axford**

3RD 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: **Thursday, July 16, 2026**

Contact Person: **Anh Nguyen**
Analyst
Nova Scotia Energy Board
Tel: (902) 424-9285
anh.nguyen@novascotia.ca

Issued at Halifax, Nova Scotia, this 2nd day of July 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-8:

NS Power provided copies of Ms. Axford's bills in its response dated November 18, 2025. The bill dated December 11, 2025, was estimated.

(a) Please explain why the December 2025 bill was estimated.

(b) Please provide copies of Ms. Axford's bills NS Power issued after the December 2025 bill.

i. If any of these bills are estimated, please explain why.

ii. Has NS Power charged Ms. Axford any interests on outstanding balance?

(c) What is the current outstanding balance in Ms. Axford's account? Please provide Ms. Axford's Statement of Account which shows the energy charges and her payments from October 2024 to date.

(d) Has NS Power worked out a payment plan with Ms. Axford at any point during her dispute?

i. If yes, please provide the details of the payment plan.

ii. If no, what payment plan can NS Power offer Ms. Axford to help reduce her outstanding balance gradually?