

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: THE PUBLIC UTILITIES ACT

- and -

**IN THE MATTER OF: A DRO Appeal regarding Billing by a customer of NOVA SCOTIA
POWER INC. (NS Power) – Ralph Doncaster**

NON-CONFIDENTIAL INFORMATION REQUESTS

To: Ralph Doncaster



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

Responses Due: Wednesday, December 31, 2025

Copies: 1 electronic copy (PDF searchable)

**Contact Person: Ms. Rianne MacDonell, P.Eng.
Senior Advisor
Nova Scotia Energy Board
T 902 424 4448**

E-mail: rienne.macdonell@novascotia.ca

Issued at Halifax, Nova Scotia, this 10th day of December 2025

A handwritten signature in blue ink that reads "Lisa Wallace".

Lisa Wallace, Chief Clerk

1 **Request IR-1:**

2 Reference Exhibit D3 NS Power's Response to Appeal. Page 12 contains the statement of
3 account and pages 30 – 35 contain the invoices of the account.

- 4 a) Who is Jackie Doncaster and what is the relationship to you?
5 b) Do you own the property or were you a tenant of the property?
6 i. What dates did you live at the property?
7 c) Do you rent out the property and have the power bill in Jackie's name?
8 d) Why didn't you call NS Power to disconnect the service?
9 e) What date did the new tenant move into the property?
10 f) Was the property vacant prior to the new tenant asking for a connection?
11 i. If so, what were the dates the property was vacant?
12

13 **Request IR-2:**

14 Reference Exhibit B2 DRO Decision. On page 3 in an email to the DRO you state, "We will
15 accept a 30% reduction in NS Power's estimated 3567 kWh, which equals 2497 kWh."
16 What is the basis for your proposed settlement reduction of 30%? Why 30%?
17

18 **Request IR-3:**

19 Reference NS Power's website ([Understanding your bill| Nova Scotia Power](#)) under the
20 Estimated Bills section it states "If you are concerned about an estimated bill and have not had
21 a physical meter read, you can take a photo of your meter display and send it to us. We'll use
22 this information to adjust your bill based on your actual usage."
23

24 Did you take a picture of your meter before the new tenant moved into the property? If so,
25 please provide. If not, why not?
26

27 **Request IR-4:**

28 Reference Exhibit D3 NS Power's Response to Appeal. Page 1 states a tenant at the customer's
29 rental property scheduled a connection. This request automatically triggered the disconnection
30 of the customer's service.

- 31 a) Were you contacted by NS Power prior to the disconnection?
32 b) Are you enrolled in the Automatic Landlord Program?
33