

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: THE PUBLIC UTILITIES ACT

- and -

**IN THE MATTER OF: A Complaint regarding Billing by a customer of NOVA SCOTIA
POWER INC. (NS Power)**

INFORMATION REQUESTS

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

From: Board Staff
Nova Scotia Regulatory and Appeals Board

Responses Due: **Friday, February 13, 2026**

Copies: 1electronic copy (PDF searchable)

Contact Person: **Miranda Mavhunga**
Senior Advisor, Finance
Nova Scotia Regulatory and Appeals Board
3rd Floor, 1601 Lower Water Street
Halifax, NS B3J 3S3
Tel: 902 424 1333
Email: Miranda.Mavhunga@novascotia.ca

Issued at Halifax, Nova Scotia, this 23rd day of January 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

Please confirm:

- a) the date service began in Mr. Talbot's name,
- b) the date service ended or transferred, and
- c) a complete chronological record of all actual/estimated meter readings from the initiation of service through the 2022 service transfer, along with all bills issued for those periods.

Request IR-2:

Please confirm whether NS Power has any record of attempted communication from Mr. Talbot regarding termination of service before October 5, 2022.

Request IR-3:

Does NS Power have any formal policy, precedent, or internal guidance regarding application of Regulation 2.2 to cases where a customer is legally evicted and therefore no longer occupies or controls the premises?

Request IR-4:

- a) Please explain NS Power's position that liability under Regulation 2.2 is based solely on "customer of record" status, even where the individual no longer has legal possession or physical control of the premises.
- b) How does NS Power reconcile this with the definitions of "customer" and "occupant" in the Regulations?

Request IR-5:

Please provide:

- a) the incorrect meter reading entry,
- b) the corrected meter reading,
- c) documentation showing how the \$1,774.38 credit was calculated,
- d) and confirmation that all billing during the disputed period now reflects accurate consumption.

Request IR-6:

- a) Was the meter error discovered only following the DRO communication?

- 1 b) Was the error linked in any way to the extended period during which the account remained
2 active after eviction?
3

4 **Request IR-7:**

- 5 a) Please confirm whether the new occupant who initiated service on October 5, 2022,
6 provided any evidence or information indicating they had been occupying the premises
7 before that date.
8 b) If occupancy began before October 5, 2022, explain why the account was not transferred
9 earlier.
10

11 **Request IR-8:**

- 12 a) During the 2021–2022 period when charges accrued, did NS Power issue disconnect
13 notices?
14 b) If not, please explain why particularly given that the customer was evicted and apparently
15 not paying.
16 c) Does NS Power ever retroactively terminate service to a date earlier than notification in
17 cases where the customer can prove they were legally dispossessed of the premises?
18

19 **Request IR-9:**

20 Does NS Power provide information to customers (e.g., on bills, website, customer service scripts)
21 explaining that the customer of record remains liable until the customer personally requests
22 termination, regardless of physical possession?
23
24