

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 Energy Board

Responses Due: **Monday, March 2, 2026**

Copies: 1electronic copy (PDF searchable)

Contact Person: **Miranda Mavhunga**
Senior Advisor, Finance
Nova Scotia Energy 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 6th day of February 2026.



Lisa Wallace, Clerk of the Board

Request IR-1:

Please confirm:

- a) The date service began in Mr. Howatt's name, and
- b) The date service ended or transferred.

Request IR-2:

- a) Please confirm whether Nova Scotia Power Incorporated (NS Power) has any record of attempted communication from Mr. Howatt regarding the termination of service before January 4, 2024.
- b) Did NS Power receive any notification or correspondence from the Trustee relating to the bankruptcy filing prior to January 4, 2024?

Request IR-3:

- 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-4:

- a) Please clarify whether NS Power has the ability to transfer usage responsibility for an existing account without a termination request from the customer of record.
- b) When was the account transferred to the new tenants?
- c) In this case, did the new tenants who assumed electrical service at the premises advise NS Power of the date they began occupying the property? If so, please provide the date communicated and the manner in which that information was received.