

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) – Jessica
Pelley**

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: **Wednesday, May 20, 2026**

Contact Person: **Anh Nguyen**
Analyst
Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 29th day of April 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

On March 10, 2026, NS Power said that Ms. Pelley's account was started in July 2024 for the property at [REDACTED].

(a) What kind of meter does the property have?

(b) When was this meter installed at the property?

(c) Has this meter ever been tested since it was installed at the property?

Request IR-2:

According to the copies of Ms. Pelley's bills NS Power provided the Board on March 10, 2026, there were four estimated bills issued in June, August, October and December 2025.

(a) How did NS Power estimate the usage in each of these estimated bills?

(b) Can NS Power explain why the daily usage in these bills (between 1.7 – 7.8 kWh/day) was much lower than that in other bills in Ms. Pelley's account (between 10 – 41.8 kWh/day, not including the very first bill in August 2024 and the February 2026 bill)?

(c) Please provide a copy of Ms. Pelley's August, October and December 2024 bills.

(d) Please demonstrate how NS Power calculated the 2 base charges, 2 energy and 2 streetlight rental fees in the February and April 2025 bills as well as the February 2026 bill.

(e) What caused the credit for 900 kWh (the previous usage of 408 kWh in the June 2025 bill and 492 kWh in the August 2025 bill) then the charge for 578 kWh in the October 2025 bill?

i. Please demonstrate the calculation for the "energy 900 kWh" amount of -\$243.73.

Request IR-3:

According to the Utility Contacts by Account # (UCAC) - [REDACTED] included in NS Power's response to the Board on March 10, 2026, NS Power offered Ms. Pelley a monthly zero-interest payment plan on February 12, 2026, but she "was not happy with this offer and wanted a discount".

Please provide the details of the payment plan – how long it would take and how much the monthly payments would be.

Request IR-4:

On March 25, 2026, NS Power said it applied a credit of \$341.33 to Ms. Pelley's account for the streetlight from July 2024 until March 4, 2026, and the amount will show on Ms. Pelley's next bill.

(a) Please provide details of how the streetlight (100W High Pressure Sodium) rental was added to Ms. Pelley's bills from the start of her account with NS Power.

(b) If the streetlight rental was added to Ms. Pelley's bills by mistake, was the streetlight removed from the property on March 4, 2026, or only the rental fee was removed from the bill? How was the mistake discovered?

(c) Please explain how this credit amount was calculated.

(d) Please provide a copy of Ms. Pelley's April 2026 bill where this credit amount is shown.