

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: Jessica Pelley
By email: [REDACTED]

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:

In your appeal to the Board dated February 19, 2026, you requested the following relief:

I am requesting that the Board review the fairness of prolonged estimated billing practices and consider relief such as:

- Adjustment or partial forgiveness of the catch-up amount
- Spreading any balance over an extended period without interest or penalties
- Review of Nova Scotia Power's estimated billing practices to prevent similar hardship in future cases.

I am seeking a fair and reasonable outcome that does not place the full burden of operational failures on the customer.

With respect to the third bullet point, the Board is conducting a comprehensive review of NS Power's estimated billing practices following the cyber incident (see matter M12600). Regarding the first two bullet points:

- a) Please explain what adjustment or partial forgiveness of the arrears you are seeking.
- b) NS Power has offered a payment plan over time without penalties or interest. Please advise, in your view, how long that payment plan should extend.