

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**

2ND INFORMATION REQUESTS – Non-Confidential

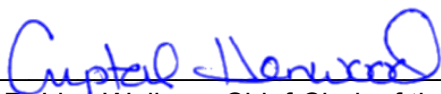
To: **Nova Scotia Power Inc.**
Kathleen Murray
Regulatory Counsel
By email: Kathleen.Murray@nspower.ca

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

Responses Due: **Friday, June 26, 2026**

Contact Person: **Anh Nguyen**
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Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 12th day of June 2026.



FOR: Lisa Wallace, Chief Clerk of the Board

Request IR-5:

NS Power demonstrated the calculations of Ms. Pelley's estimated consumption in the June, August, October and December 2025 bills in response to the Board's IR-2(a).

(a) For the June 2025 bill estimate, NS Power used historical usage from three bills dated June 4 and 11 and July 16, 2024 and Ms. Pelley's first two bills dated August 12 and October 9, 2024.

i. Please explain why the consumption from the bills before Ms. Pelley's service started was relevant in estimating her usage.

ii. Why did NS Power use these specific five bills to estimate Ms. Pelley's usage?

(b) For the August 2025 bill, why did NS Power only use her August and October 2024 bills in its estimate?

(c) For the October 2025 bill, why did NS Power only use her October 2024 bill in its estimate?

(d) For the December 2025 bill, why did NS Power only use her December 2024 and October 2025 bills in its estimate?

Request IR-6:

NS Power's response to the Board's IR-2(e) explained that the credit for 900 kWh in Ms. Pelley's October 2025 bill reflects a reversal of previously billed estimated consumption in her June and August 2025 bills, and the charge for 578 kWh represents the estimated usage for the October 2025 billing period.

The meter reads in Ms. Pelley's 2025 bills were 15,197 kWh (April, actual), 16,097 kWh (August, estimated) and 16,675 kWh (October, estimated).

Please clarify if Ms. Pelley's October 2025 bill is to reconcile her June and August 2025 bills.

(a) If yes, why was the billing period for this bill only from August 12 to October 9 with 578 kWh estimated usage instead of from April 7 to October 9, with 1,478 kWh estimated usage?

(b) If no, why did NS Power reverse the charges for the estimated consumption in Ms. Pelley's June and August 2025 bills?