

REDACTED

Request IR-11:

NS Power provided copies of Mr. Campbell's bills for both service addresses in response to Mr. Campbell's appeal and response to the Board's information request IR-1(d). Except for the initial bill in September 2024 and the January and March 2026 bills, all bills up to the November 2025 bill show "Automatic Payment" with a date and amount at the top, and "PaySmart Plan: Automatic Payment. Please do not pay" at the bottom.

The Board's information requests IR-2(a) and IR-5(g) asked about Mr. Campbell's automatic payment plan for [REDACTED] and [REDACTED] respectively. To both questions, NS Power responded that Mr. Campbell does not have automatic payments enabled on his account.

(a) Which information is correct: payment details in these bills (except for the 3 mentioned above) or NS Power's response to IRs?

(b) If Mr. Campbell did have an automatic payment plan, when was it setup and when did it stop?

Response IR-11:

(a) – (b)

NS Power confirms that the "Automatic Payment" and "PaySmart Plan: Automatic Payment. Please do not pay" notations on Mr. Campbell's bills are accurate. Mr. Campbell had automatic payments enabled on his account from September 17, 2024 to December 23, 2025.

The automatic payment arrangement remained active on the account when service was transferred to the [REDACTED] property and did not change as a result of that transfer. In this respect, the response to IR-5(g) should have clarified that the arrangement continued on transfer.

Shaun Campbell DRO Appeal (NSEB M12726)
NSPI Responses to NSEB Information Requests

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2 NS Power's prior responses to IR-2(a) and IR-5(g) were intended to convey that Mr. Campbell is
3 not currently enrolled in automatic payments. NS Power acknowledges that those responses may
4 not have clearly distinguished between the current and historical status of the account and
5 apologizes for any confusion arising from them.
6
7 NS Power further confirms, consistent with IR-2(c), that the payments referenced in that response
8 were customer-initiated payments, not automatic withdrawals.

Shaun Campbell DRO Appeal (NSEB M12726)
NSPI Responses to NSEB Information Requests

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Request IR-12:

NS Power explained in response to the Board's information request IR-8 that it used metered usage from the prior year (from the bills dated November 22, 2024, June 5 and September 22, 2025) with the same season code to estimate Mr. Campbell's usage in the November 2025 bill.

Mr. Campbell's first bill at [REDACTED] was dated July 24, 2025, which was later reconciled by the bill dated September 22, 2025. Please clarify to whom the November 2024 and June 2025 bills belong to and why the usage data from these bills is relevant in Mr. Campbell's usage estimate.

Response IR-12:

The CIS application utilizes premises-level historical usage when estimating consumption on customer bills. In doing so, the system references historical consumption at the same premises. The usage for November 2024 and June 2025 reflects prior consumption recorded at [REDACTED]. Because these readings are associated with the same premises (rather than a specific customer) they were relevant for estimating Mr. Campbell's November 2025 bill.