

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) – Shaun
Campbell**

INFORMATION REQUESTS – Non-Confidential

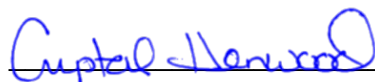
To: **Nova Scotia Power Inc.**
Kathleen Murray
Regulatory Counsel
By email: Kathleen.Murray@nspower.ca

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

Responses Due: **Thursday, May 14, 2026**

Contact Person: **Anh Nguyen**
Analyst
Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 23rd day of April 2026.



For: Lisa Wallace, Chief Clerk of the Board

1 Service address: [REDACTED]

2 **Request IR-1:**

3 NS Power connected Mr. Campbell's service at this address on August 1, 2024.

5 (a) What kind of meter did the apartment have at the time of connection?

6 (b) When was this meter installed in the building?

7 (c) Has this meter ever been tested since it was installed?

8 (d) Please provide a copy of the bills NS Power issued in Mr. Campbell's account at this
9 address before the bill dated March 12, 2025.

11 **Request IR-2:**

12 Regarding payment arrangements in Mr. Campbell's account at this address:

14 (a) When was Mr. Campbell's account set up for automatic payment?

15 (b) Please provide the details of Mr. Campbell's payment arrangement: how often payments
16 are made, and how much, etc.

17 (c) Please explain the automatic payment amounts of \$100 on January 22 and \$172.79 on
18 July 16, 2025.

20 **Request IR-3:**

21 Please demonstrate the calculations for the split energy charges (2 base charges, 2 energy
22 amounts) in the March 12, 2025 bill.

24 **Request IR-4:**

25 NS Power issued the estimated closing bill on July 3, 2025 for service between March 10 and
26 June 3, 2025. The Utility Contacts by Account # (UCAC) – CIS 3315 dated July 7, 2025 said
27 "Meter read happening under order #10225549".

28 a) How did NS Power estimate Mr. Campbell's usage in this bill?

29 b) Please explain the situation leading to the work order for an actual meter read on July 9,
30 2025. Who requested the meter read? Did NS Power's staff perform the read in person?

31 c) After obtaining the actual meter read on July 9, 2025, why did NS Power not issue an
32 updated closing bill for this address instead of including the adjustment in the July 27,
33 2025 bill?

34 d) Please demonstrate the calculation of:

- 1 i. the estimated reading of 4039.6 kWh for June 3, 2025
- 2 ii. the overbilled usage of 4094 kWh for this service period.
- 3 e) Did NS Power inform Mr. Campbell the outcome of the actual meter read on July 9, 2025,
- 4 or explain the adjustment of charges in the closing bill because of it?
- 5 i. If yes, please provide the correspondence NS Power had with Mr. Campbell
- 6 regarding his closing bill.
- 7 ii. If no, why not?
- 8

9 *Service address:* [REDACTED]

10 **Request IR-5:**

11 NS Power connected Mr. Campbell's service at this address on May 30, 2025. NS Power provided
12 the work order that showed its field representative did a meter read that day. The July 24, 2025
13 bill shows a Connect Remote fee of \$11.

- 14
- 15 (a) What kind of meter did this apartment have at the time of connection?
- 16 (b) When was this meter installed in the building?
- 17 (c) Was this meter tested at any time before January 13, 2026?
- 18 (d) Please explain what Connect Remote means.
- 19 (e) What did NS Power's field representative perform on May 30, 2025 to get Mr. Campbell's
- 20 service connected?
- 21 (f) Does the connection process normally include checking the building's wiring to ensure the
- 22 meter serves the correct customer?
- 23 (g) Did the automatic payment arrangement continue by default in Mr. Campbell's account at
- 24 this address?
- 25 i. If yes, did all the arrangement details remain the same?
- 26 ii. When did the automatic payment arrangement stop?
- 27

28 **Request IR-6:**

29 Please demonstrate the calculation for the Usage Adjustment of -\$759.89 in the July 24, 2025
30 bill.

Request IR-7:

Regarding the September 22, 2025 bill:

(a) Please explain the calculation of the Provincial Rebate of -\$46.54 as it was not 9% of the total energy charges (\$424.41).

(b) Did NS Power perform a re-read of the meter, following its employee's email to Mr. Campbell on September 26, 2025 indicating so?

i. If yes, when? Please provide the meter read.

ii. If no, why not?

iii. Did NS Power inform Mr. Campbell of the progress of its investigation into the usage in this bill? Please provide details.

Request IR-8:

How did NS Power estimate Mr. Campbell's usage in the November 21, 2025 bill?

Request IR-9:

Please demonstrate the calculations for the split energy charges (2 base charges, 2 energy amounts) in the January 23, 2026 bill.

Request IR-10:

Mr. Campbell's January 23, 2026 bill shows meter #2513903 for service from November 21, 2025 to January 6, 2026. NS Power's meter test result was dated January 13, 2026.

On March 27, 2026, Ms. MacNeil provided a copy of Mr. Campbell's March 24, 2026 bill for service from January 6 to March 18, 2026. This bill shows meter #2570913 with no last meter read.

Was meter #2513903 removed for testing and meter #2570913 installed in its place on January 6, 2026, the same day the service period started for the January bill?