

**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**

**2<sup>nd</sup> INFORMATION REQUESTS – Non-Confidential**

**To:**                       **Nova Scotia Power Inc.**  
Kathleen Murray  
Regulatory Counsel  
By email: [Kathleen.Murray@nspower.ca](mailto:Kathleen.Murray@nspower.ca)

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

**Responses Due:**       **Friday, June 19, 2026**

**Contact Person:**     **Anh Nguyen**  
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**Issued** at Halifax, Nova Scotia, this 5<sup>th</sup> day of June 2026.



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Lisa Wallace, Chief Clerk of the Board

1   **Request IR-11:**

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

7  
8   The Board's information requests IR-2(a) and IR-5(g) asked about Mr. Campbell's automatic  
9   payment plan for Portland Street and Beech Street respectively. To both questions, NS Power  
10   responded that Mr. Campbell does not have automatic payments enabled on his account.

11  
12       (a) Which information is correct: payment details in these bills (except for the 3 mentioned  
13       above) or NS Power's response to IRs?

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

16  
17   **Request IR-12:**

18   NS Power explained in response to the Board's information request IR-8 that it used metered  
19   usage from the prior year (from the bills dated November 22, 2024, June 5 and September 22,  
20   2025) with the same season code to estimate Mr. Campbell's usage in the November 2025 bill.

21  
22   Mr. Campbell's first bill at Beech Street was dated July 24, 2025, which was later reconciled by  
23   the bill dated September 22, 2025. Please clarify to whom the November 2024 and June 2025  
24   bills belong to and why the usage data from these bills is relevant in Mr. Campbell's usage  
25   estimate.