

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) – Douglas
J. Fulljames**

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: **Tuesday, September 1, 2026**

Contact Person: **Anh Nguyen**
Analyst
Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 11th day of August 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

On July 14, 2026, NS Power provided copies of Mr. Fulljames' bills in Attachment 5. The first bill NS Power issued for Mr. Fulljames' account was dated November 23, 2021, for a connection fee, followed by seasonal bills in May, July and September each year. The bills dated July 22 and September 22, 2022, only included monthly base charges and no energy charges. The bills dated May 23 and September 22, 2025, were estimated.

NS Power also mentioned that Mr. Fulljames has now been updated to a bi-monthly billing rate and his last (estimated) meter read on seasonal billing was September 2025.

(a) Did NS Power explain seasonal billing to Mr. Fulljames at the start of his account with NS Power?

(b) Why were there no recorded consumption with the true meter reads on July 20 and September 20, 2022, resulting in no energy charges in Mr. Fulljames' July and September 2022 bills?

(c) Please explain in detail how NS Power estimated the consumption in Mr. Fulljames' May and September 2025 bills.

(d) When did Mr. Fulljames switch from seasonal billing to regular billing?

i. If it was between September 2025 and May 2026, why did NS Power not issue any non-seasonal bills in Mr. Fulljames' account before the May 2026 bill?

(e) Please provide a copy of Mr. Fulljames' July 2026 bill.

Request IR-2:

On June 4, 2026, NS Power advised Mr. Fulljames that a payment arrangement could be established if required. With the outstanding balance of over \$2,000 in Mr. Fulljames' May 2026 bill, what payment arrangements can NS Power offer at this stage of the appeal?

Request IR-3:

On July 14, 2026, Mr. Fulljames asked if NS Power has any record of anomalies, load spikes or irregular readings associated with his account during the disputed period. Please advise.