

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**

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, October 23, 2026**

Contact Person: **Anh Nguyen**
Analyst
Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 8th day of October 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-4:

In responding to Board's IR-1(c), NS Power provided calculation details for the estimated usage in Mr. Fulljames' May 2025 bill. NS Power used the "average daily usage from CIS (historical)" of 2.465409836 kWh/day to calculate the 66.566065572 kWh estimated usage for the 27-day period between April 24 and May 21, 2025.

(a) Please explain NS Power's calculation of the 2.465409836 kWh/day average usage.

(b) Why did NS Power not use the historical usage of 8.7 kWh/day from Mr. Fulljames' May 2024 bill to estimate his usage for the May 2025 bill?

(c) Does NS Power's method of using usage from bills in the previous year with the same seasonal code apply to customers with a seasonal billing arrangement?

Request IR-5:

NS Power responded to Board's IR-1(d) and IR-2 that Mr. Fulljames's account was changed from seasonal billing to standard bi-monthly billing on May 28, 2026, and that NS Power can offer him two billing options: (1) a 24-month Equal Billing plan with \$296 monthly payments, or (2) a 24-month payment arrangement of \$89 per month (to retire the arrears) in addition to the bi-monthly bills on ongoing energy usage.

(a) Please provide the calculation of the proposed \$296 monthly payment in option 1.

(b) For option 2, will the bills for \$89 (for 24 months) and for bi-monthly energy charges be issued separately?

(c) If the account were switched back to seasonal billing because the cottage is only used seasonally, what payment arrangement would NS Power propose for Mr. Fulljames?