

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: THE PUBLIC UTILITIES ACT

- and -

IN THE MATTER OF: AN APPEAL by NOVA SCOTIA POWER INCORPORATED DRO
Appeal - Hariana Brooks and Paul Bernard

INFORMATION REQUESTS

To: Harianna Brooks and Paul Bernard

By email:

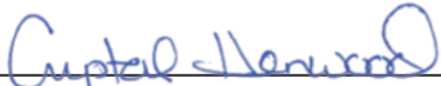
From: Board Staff
Nova Scotia Energy Board

Responses Due: **Tuesday, October 13, 2026**

Copies: 1 electronic copy (PDF searchable)

Contact Person: **Miranda Mavhunga**
Senior Advisor, Finance
Nova Scotia Energy Board
3rd Floor, 1601 Lower Water Street
Halifax, NS B3J 3S3
Tel: 902 424 1332
Email: Miranda.Mavhunga@novascotia.ca

Issued at Halifax, Nova Scotia, this 25th day of September 2026.



For: Lisa Wallace, Clerk of the Board

1 **Request IR-1:**

- 2 a) Please confirm how you received NS Power bills at both [REDACTED] and [REDACTED]
3 [REDACTED].
4 b) Were there any changes to the delivery method after you moved to [REDACTED]
5 [REDACTED]
6 c) When you closed your account at [REDACTED], were you still able to access the
7 online portal via MyAccount?
8

9 **Request IR-2:**

- 10 a) The payment history provided by NS Power indicates that your payments became less
11 regular after moving to [REDACTED]. Please explain the reasons for this change,
12 including whether the timing of the bills, the amounts charged or subsequent billing
13 revisions affected your understanding of the balance owing or the ability to make
14 payments.
15 b) When did you first receive your initial bill for [REDACTED]?
16 c) Did you contact NS Power to clarify the charges or to discuss payment arrangements after
17 the first bill?
18

19 **Request IR-3:**

- 20 a) After you changed your telephone number did you update your contact information with
21 NS Power at any point before you closed your account in April 2026?
22 b) Did NS Power ask you to verify your contact information when you requested to close the
23 account?
24 c) Did you provide an alternate phone number or email address to NS Power when you
25 initially setup an account with NS Power?
26

27 **Request IR-4:**

- 28 a) Please confirm whether you received the April 17, 2026, bill and, if so, when and by what
29 method.
30 b) What steps did you take after moving to obtain the final bill?
31 c) Were you still able to login into your MyAccount after you moved?
32
33
34

1 **Request IR-5:**

- 2 a) Please explain what bill or account information the May 4, 2026, payment of \$1,000 was
3 based on.
- 4 b) Before the account was moved to collections, was there any discussions of establishing a
5 payment arrangement with NS Power?

6

7 **Request IR-6:**

8 Please confirm whether you currently pay for electricity service and whether you have an active
9 NS Power account.

10

11 **Request IR-7:**

12 Please provide copies of any correspondence with the collection agency.

13

14 **Request IR-8:**

15 Please clarify the outcome you are requesting from the Board and provide any supporting
16 information you would like the Board to consider.