

**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 - Haryana Brooks and Paul Bernard

**INFORMATION REQUESTS**

**To:**                               **Blake Williams**  
VP Regulatory and Legal  
Nova Scotia Power Incorporated  
1223 Lower Water Street  
PO Box 910  
Halifax, NS B3J 3S8  
**By email:** [blake.williams@nspower.ca](mailto:blake.williams@nspower.ca)

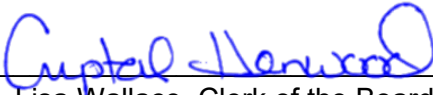
**From:**                         Board Staff  
Nova Scotia Energy Board

**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](mailto:Miranda.Mavhunga@novascotia.ca)

**Issued** at Halifax, Nova Scotia, this 25<sup>th</sup> day of September 2026.

  
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For: Lisa Wallace, Clerk of the Board

**Request IR-1:**

- a) Please describe NS Power's typical collection process, from the issuance of a bill to escalation via an external collection agency. Please include applicable timelines; required notices, contact attempts, contact methods, and opportunities to establish payment arrangements. Please explain whether the process was followed in this case.
- b) Was this process changed due to the cyber incident?
- c) Are there any differences in the process between active and closed accounts?

**Request IR-2:**

The Customers' payment history indicates that their bills were generally paid on time before their move to the new service address. Was their previous payment history considered before referral to collections?

**Request IR-3:**

The Customers' final bill at the previous service address covers April 24 to July 29, 2025, while the initial bill for their new service address covers July 16 to October 2025.

- a) When did NS Power receive the request to transfer service and requested end date at the previous address and the start date at the new address? Please provide the relevant supporting notes.
- b) Was the starting meter read at [REDACTED] based on an estimate or was it an actual read?

**Request IR-4:**

- a) Please explain whether delays in issuing the initial bill for [REDACTED] and the subsequent revision in December 2025 contributed to the accumulation of an outstanding balance.
- b) Please explain how the payment deadlines and the aging of arrears were determined for the revised charges and whether these circumstances affected the timing of the collection activity.

**Request IR-5:**

- a) Please describe NS Power's account closure process for confirming a customer's contact information and delivery instructions for the final bill.

- 1       b) Were the Customers' asked to verify their contact details, email address and forwarding  
2       address when closing the account?  
3

4       **Request IR-6:**

- 5       a) Please confirm the date and delivery method used to send the Customers' final bill and  
6       each subsequent arrears notice. Please provide copies and available supporting records.  
7       b) Please explain how the notice requirements under Regulation 5.4 were satisfied.  
8

9       **Request IR-7:**

- 10      a) Please confirm the telephone number used for each June 2026 contact attempt and the  
11      recorded outcome.  
12      b) What other contact information was available to NS Power at that time and explain why  
13      an alternate telephone number or email was not used.  
14

15      **Request IR-8:**

16      Please explain how the referral to collections and the resulting credit report impact was consistent  
17      with NS Power's February 12, 2026, public assurance that Customers' credit scores would not be  
18      affected by outstanding balances resulting from the billing estimation/catch up activity.  
19

20      **Request IR-9:**

- 21      a) What is the current collection status?  
22      b) Has the debt been reported to a credit bureau?  
23      c) What measures are available to suspend collection activity, withdraw the referral, or  
24      correct credit reporting if warranted by the outcome of this appeal?