

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)
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SD

After review and consideration of all of the following and attached, my Final Written Decision in the matter follows.

I will begin by stating my role as Dispute Resolution Officer (DRO) in matters of dispute between N.S.Power and their Customers. : **I am not an employee of Nova Scotia Power or the Nova Scotia Energy Board.** I am appointed by Nova Scotia Power to satisfy the Regulations of the Board with respect to dispute resolution. My role is to address, and hopefully resolve, disputes with Nova Scotia Power that cannot be resolved through normal Customer channels. In my role I investigate N.S.Power's interpretation, and application, of Board approved Regulations. I do not have any jurisdiction over N.S.Power's day-to-day operations. My Decisions are binding on Nova Scotia Power but not on the Customer. Customers may appeal my Decisions (within 12 days of receipt of Final Written Decision) to the Board.

Your Dispute in summary is : that you have service at Dr (Account [REDACTED]); that you dispute Kwh consumption billed to you by N.S.Power; that you believe that your serving meter was faulty; that N.S.Power performed an accuracy test, per Board approved Regulation 5.5, on meter# 2056066 in their Measurement Canada accredited meter shop and found it to be operating within prescribed accuracy limits; that you opted to have the meter then tested by Measurement Canada; that Measurement Canada subsequently tested meter # 2056066 and indicate in the attached letter that "This meter was found to comply in all respects with the requirements of the Electricity & Gas Inspection Act and Regulations and was therefore accepted as having legal Status"; that because the meter tested OK, the related \$46.00 charge will not be refunded to you per Regulation 7.1 (copy attached); that you are "requesting a one time credit of \$600.00 to \$1000.00 be applied to my account to clear any outstanding balances and the added stress from what I considered incorrect billings"; that Measurement Canada indicates (letter attached) that "Your billing information has been examined and no errors in calculation were found." and "Therefore, there is no rebate or adjustment due to the consumer"; and that you have purchased (Home Depot) a Home Smart Monitoring System.

NSUARB approved Regulations relevant to this matter are 5.5, 6.4, 6.7, and 7.1 – copy attached. Also relevant and attached are the Electricity and Gas Inspection Act Regulations.

Your dispute is a "consumption dispute". A fundamental point I must make in such disputes is that **N.S.Power's responsibility is to deliver power to the metering point. They have no role or responsibility with respect to how that**

energy is consumed on the premise. On-premise usage is a function of lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors well beyond N.S.Power's ability to address or control (outside temperatures, faulty wiring, ground faults, theft of power). **Meter accuracy thus becomes the "acid test" in determining if appropriate usage is being billed.** The test to confirm meter accuracy is an "as found" meter accuracy test, performed by N.S.Power in their Measurement Canada accredited meter shop, followed by a meter test by Measurement Canada if the Customer wishes to have an independent meter test performed

N.S.Power tested your serving meter #2056066 for accuracy in their Measurement Canada accredited Meter Shop and found that it to be operating within prescribed accuracy limits. Measurement Canada subsequently tested meter #2056066 and also found it to be "within the prescribed limits as per section 31 of the Electricity and Gas Inspection Regulations".

Measurement Canada has also indicated "An examination of the utility meter records and billing information related to the account was performed - no discrepancy was noted." and that "Your billing information has been examined and no errors in calculation were found. Therefore, there is no rebate or adjustment due to the consumer."

Final Written DRO Decision: In the context of NSUARB approved Regulation 5.5, and the Electricity and Gas Inspection Act Regulations, N.S Power has appropriately billed the Customer for on-premise consumption at Dr,

[REDACTED]

This Decision can be issued in conventional letter form, via regular mail, upon request.

You may appeal this decision to the Nova Scotia Energy Board (NSEB) if you wish; their contact information is: P.O. Box 1692, Unit M, Suite 300, 1601 Lower Water St. Halifax, N.S., B3J 2S3; Email - board@novascotia.ca ;Telephone - 902-424-1332 ,Toll Free in NS: 1-833-809-0040 ; Fax - 902-424-3919

You may wish to discuss your on-premise energy consumption with Efficiency Nova Scotia.

Don Farmer, P. Eng.
Dispute Resolution Officer

From: SD
Sent: June 2, 2025 11:05 AM
To: nspdisputeresolution@gmail.com
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: Dispute Submission

Hello Mr. Farmer

Please accept the attached as my submission for the Meter dispute.

No consent has been given - this will be given on an individual basis for each request for information. I will need to understand the relevance as it relates to this process.

My claim is that consumption amount I am being billed for is incorrect - nothing in my household has changed to warrant such an increase. I believe the Meter is faulty - if you look at history and meter readings provided - they do not make any sense. (two docs attached) The jump in power usage from day to day when nothing has changed and/or no one is home, is suspect. Now that NS Power has admitted to being hacked - I would say the Hackers were in the system long before they were detected. This might also explain why I stopped getting my bills. I had received paper billings until this mess started.

- You can see from the Meter reading provided - October 8-10, 2024 - no reading was recorded. No one can give a valid reason for this - only speculation. After that - my consumption numbers are all over the place. Again - nothing in my house has changed to warrant such readings. Reference the new Meter Readings - again suspect. I did request a copy of the new Meter Readings to submit - however the Rep named Teri has not provided that information.....again more poor customer service. (Update – I had to file a BBB complaint but now have that info which will be submitted to the Board)
- It was also noted when the NS Power Rep came to remove the first meter - NS Power had put out a internal work order to make the removal of the meters a priority as there was absolutely an issue. Date of meter replacement - March 5, 2025 - feel free to access their internal memos for this date to see what messaging was sent to the employees.
- After NS Power tests the meter indicating no issues - customers are forced to utilize another company and pay \$46.00 to get to this part of the process. I have attached those results. I again state - nothing has changed in my household to warrant such increases. I do not believe NS Power can say the same and offer a 100% guarantee that the data has not been manipulated.

Email from Tester - results attached

From: Tabor, Travis (ISED/ISDE) <Travis.Tabor@ised-isde.gc.ca>
Sent: Monday, April 28, 2025 12:25:58 PM
To: SD
Cc: Gardner, Colin (ISED/ISDE) <colin.gardner@ised-isde.gc.ca>
Subject: Measurement Dispute Investigation Case 2-E-2025-03474

Hi S,

Please find attached your Certificate of the Measurement Dispute Investigation Findings. To follow up regarding those failed AMI reads, it could have been a variety of causes but more than likely their own infrastructure issues on their network. The meter would still be operating as intended for energy measurement purposes and increment without a stable signal to communicate data to the utility.

If you have any questions or concerns, please don't hesitate to reach out.

Kind regards,

Travis

Travis Tabor

- The fact that they continue to encourage customer to sign up and access "My Energy Insights" when multiple NS Power Reps have admitted there is no way they can actually tell what is using the power - they guess on the amount being drawn. Questionable business practice.
- The fact that so many customers have experienced similar concerns - yet NS Power continues to gaslight it's customers with the "its been colder" answer for higher bills. Which is what I was told - it's the Heat Pump - however I heat my house by Oil. There has been NO extreme difference in weather temperature over the last three years.
- I have purchased a Home Smart Monitoring System - which has been installed by a professional Electrician. I will continue to request monthly print outs from NS Power to make sure the data I am being billed for is correct. I suspect that will hold its own challenges since they won't supply the data requested for this process. (pic of system attached).
- Considering the questionable business practices as well as being a multi million for profit company - I am requesting a one-time credit of \$600.00 to \$1000.00 be applied to my account to clear any outstanding balances and the added stress from what I considered incorrect billings. I also want monthly print outs of the Meter Reading so I can cross reference to ensure the current circumstance we find ourselves in does not happen again.

- Please let me know what additional information you might require, and I will either provide the information or indicate consent for NS Power to provide to us both.

Thank you S