



July 8, 2025

REDACTED

Lisa Wallace
Chief Clerk of the Board
Nova Scotia Energy Board
1601 Lower Water Street, 3rd Floor
P.O. Box 1692, Unit "M"
Halifax, NS B3J 3S3

Re: M12338 – DRO Appeal – Sherry Dennis

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated June 23, 2025, the Board directed as follows:

By copy of this letter, the Board directs Nova Scotia Power Inc. (NS Power) to file a response with the Board to the enclosed appeal on or before **2:00 PM on Tuesday, July 8, 2025**. NS Power must also provide a copy of their response to Ms. Sherry Dennis.

Ms. Dennis is appealing a decision by the Dispute Resolution Officer (DRO) dated Monday, June 2, 2025. The complete DRO file as provided by the DRO pertaining to this decision is included as **Confidential Attachment 1**. Attached as **Confidential Attachment 2** are the customer account and communication notes from NS Power's CIS database.

Please accept the following highlights of activities and communications pertaining to the Monday, June 2, 2025, DRO decision being appealed by Ms. Dennis:

- February 26, 2025 - Ms. Dennis called NS Power to discuss her high bill. Ms. Dennis advised that she wanted to dispute the bill but would call back when she was calmer. This is referenced on page 1 of 16 in **Confidential Attachment 2**.
- February 27, 2025 - Ms. Dennis emailed NS Power asking to opt out of the AMI program. An NS Power representative emailed Ms. Dennis the opt-out link. This is referenced on page 2 of 16 in **Confidential Attachment 2**.
- March 3, 2025 - NS Power contacted Ms. Dennis regarding the information sent to the customer on February 27, 2025. Ms. Dennis confirmed that she had received the

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email but had not yet reviewed its contents. This correspondence is referenced on page 3 of 16 in **Confidential Attachment 2**.

- March 3, 2025 – NS Power spoke with Ms. Dennis, and she indicated that she would be disputing her high February bill. NS Power transferred Ms. Dennis to Product Support for assistance with the meter-related concern. Ms. Dennis insisted that the AMI smart meter was the reason for her high bills, or that someone had interfered with the NS Power lines servicing her meter. Ms. Dennis requested that NS Power check the lines servicing her property. This is referenced on pages 4 through 6 of 16 in **Confidential Attachment 2**.
- March 5, 2025 – Meter #2056066 was removed and sent for testing.
- March 11, 2025 – NS Power technicians inspected the lines servicing Ms. Dennis' property and found no issues.
- March 15, 2025 - Ms. Dennis asked NS Power to provide a copy of the email that requested NS Power to check the lines on her property as she was concerned that NS Power employees were on her property without her permission. This is referenced on page 8 of 16 in **Confidential Attachment 2**.
- March 18, 2025 – NS Power tested Ms. Dennis' meter (meter #2056066) through NS Power's accredited (approved by Measurement Canada) testing facility. The results indicated the meter is operating within prescribed accuracy limits. This is referenced on page 18 of 79 in the DRO file attached as **Confidential Attachment 1**.
- March 27, 2025 – Ms. Dennis emailed NS Power to indicate that she wanted to opt out of having an AMI smart meter. NS Power advised Ms. Dennis that the appropriate department had been contacted, and they would reach out to her. This is referenced on page 9 of 16 in **Confidential Attachment 2**.
- March 28, 2025 – NS Power re-sent Ms. Dennis the link to opt out of AMI.
- April 4, 12, 22, 2025 – NS Power continued to re-send the opt out link to Ms. Dennis as the request was still pending.
- April 23, 2025 – NS Power received an email from Ms. Dennis advising that she was in the middle of an appeal process and until that was completed, she would not be making a decision. Ms. Dennis noted that if NS Power continued to send her follow-up emails, she may file another complaint in addition to the current one.
NS Power noted that Ms. Dennis would notify the Company when she was ready to opt out, and in the meantime, her account was re-enrolled in the AMI program. This

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is referenced on pages 12 to 13 of 16 in **Confidential Attachment 2**.

- April 25, 2025 – Ms. Dennis emailed NS Power to request a payment extension, pending the outcome of the appeal process. NS Power granted Ms. Dennis an extension on her February bill payment until May 15, 2025, and on her April bill until May 23, 2025. This is referenced on page 14 of 16 in **Confidential Attachment 2**.
- April 25, 2025 – Measurement Canada inspected meter #2056066 as per the dispute test requirements. This is referenced on page 19 of 79 in the DRO file attached as **Confidential Attachment 1**.
- April 28, 2025 – Measurement Canada informed Ms. Dennis that meter #2056066 was found to comply in all respects with the requirements of the *Electricity & Gas Act and Regulations* and was therefore accepted as having legal status. Measurement Canada commented the following:

The average official error of this meter was found to be 0.01%. The tolerance permitted for dispute inspections is +/- 3.0%.

Your billing information has been examined and no errors in calculation were found. Therefore, there is no rebate or adjustment due to the consumer. This is referenced on page 20 of 79 in the DRO file attached as **Confidential Attachment 1**.

A Certificate of Measurement Dispute Investigations Findings is referenced on page 19 of 79 in the DRO file attached as **Confidential Attachment 1**.

- June 2, 2025 – Ms. Dennis emailed the DRO appealing the meter findings. This is referenced on page 3 of 79 in the DRO file attached as **Confidential Attachment 1**.
- June 2, 2025 - The DRO issued a Final Written Decision to Ms. Dennis pertaining to this appeal, finding as follows:

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[s] consumption at [REDACTED]

This is referenced on page 3 of 79 in the DRO file attached as **Confidential Attachment 1**.

- June 18, 2025 – Ms. Dennis appealed the DRO's decision with the NSEB.

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NS Power agrees with the DRO's decision that NS Power has appropriately billed Ms. Dennis.

NS Power reiterates that its responsibility is to deliver power to the metering point and it has no role or responsibility with respect to how that energy is consumed on the customer's premises. The DRO notes in his correspondence that a customer's usage is a function of lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors beyond NS Power's ability to address or control (for example, outside temperatures, including extreme temperatures and fluctuating temperatures, faulty wiring, ground faults, or theft of power).

As set out in the DRO's correspondence with Ms. Dennis (referenced on page 2 of 79 of the DRO file attached as **Confidential Attachment 1**), meter accuracy is described as "the 'acid test' in determining if appropriate usage is being billed." As noted in the foregoing, meter #2056066, was tested and confirmed to be operating within the prescribed accuracy limits. Ms. Dennis subsequently sent meter #2056066 to Measurement Canada for additional testing. The test results corroborated the findings of NS Power's accredited testing facility, confirming that the meter was operating within prescribed accuracy limits.

Please consider the enclosed information confidential due to the personal nature of the information that has been provided. NS Power has forwarded a copy of this correspondence to Ms. Dennis by e-mail.

Yours truly,



Kathleen Murray
Regulatory Counsel

Encl.

c. Ms. Sherry Dennis

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

M12338 Dennis DRO Appeal Attachment 1 has been removed due to confidentiality.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

M12338 Dennis DRO Appeal Attachment 2 has been removed due to confidentiality.