

August 21, 2026

[REDACTED]

Adam Bowser

[REDACTED]

Dear Mr. Bowser:

**M12413 – Nova Scotia Power Incorporated – Appeal by Adam Bowser of a Decision of the Dispute Resolution Officer**

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I am writing to you in response to your appeal on July 31, 2025, of a decision by the Dispute Resolution Officer (DRO), dated July 24, 2025, on the appeal of your electricity bill from Nova Scotia Power Incorporated (NS Power).

You allege that NS Power “did not apply a credit for the Mar 2025 to May 2025 of 2881 Kwh to which I had already paid and are using the Hacking scam as an excuse to charge me again”. You also state that power usage seems excessive and that the meter may be malfunctioning. You referred to NS Power’s behaviour as “predatory” and believe there should be a forensic audit. You asked for a re-evaluation, and for your bill “to reflect the amount of money I have already paid to the NS power Corporation”.

I am a Member of the Nova Scotia Energy and Regulatory Boards Tribunal. I have been assigned to the Nova Scotia Energy Board (Board) to review your appeal. The Board is a division of the Tribunal and has legal or court-like powers assigned to it by various statutes. Both the Board and I are completely independent of NS Power. The Board regulates most of the province's energy sector.

I have reviewed your appeal in detail and am able to respond. My review included the following documentation:

- The DRO's file and decision (July 24, 2025);
- Your appeal of the DRO decision (July 31, 2025);
- NS Power's response to your appeal (August 19, 2025);
- Your responses to NS Power's response (August 20, 2025);
- NS Power's meter test result (December 19, 2025);
- NS Power's responses to the Board's information requests (IRs) (September 18, 2025, March 17, 2026, and May 20, 2026); and
- Your additional responses (September 18, 2025, and January 5, 2026).

I have concluded that there are two major questions involved in your appeal:

- Did NS Power calculate your bill correctly and provide you with the correct adjustments for any energy usage that it overestimated? and
- Is your meter working accurately, or did it incorrectly record the amount of energy you used, possibly due to the cyber incident?

### **BACKGROUND AND SUBMISSIONS**

You have an account with NS Power for your property at [REDACTED], that started in 2021.

Your complaint is that your bills do not reflect the amount of money you have paid to NS Power and your bills should be re-evaluated. You suggest you should receive a credit for the March 18, 2025, bill. You note that your average summer usage is 2,400 to 2,600 kWh but NS Power “are stating that my usage was 3719 Kwh, almost 50% more than my average”. You have concluded that “either NS power didn't apply a credit for 2881 Kwh for my march bill, which was paid in full, or the meter is malfunctioning due to the Overly high excess power usage”.

You provided copies of your bills which are summarized below. The bills include the base charge and charges for energy. The energy charge for one of your three bills was based on an estimated meter read, not an actual meter read.

As background, it is important to understand what charges are required for electrical use. For most residential customers, their NS Power bill consists of a flat monthly charge (Base Charge) and a kilowatt per hour (kWh) usage charge (Energy) based on the reading from the meter. The kWh is measured by the meter and is typically sent wirelessly to NS Power, rather than being read by NS Power personnel. In addition, other amounts include HST and a Provincial Rebate. You can see these charges on your monthly bills.

The table below shows the charges for each of the three bills that you submitted with your complaint. You can match this table to each of your bills. I have broken the July 18, 2025, bill into two parts: the amount charged for the actual meter read, and the reduction for the May 16, 2025, bill.

### **NS Power Bills – Adam Bowser, Account [REDACTED]**

As Shown on Printed Bills

| Bill Date |                                     | Base Charge       | Energy Charge      | Base and Energy Charges | HST and Rebate    | Total              |
|-----------|-------------------------------------|-------------------|--------------------|-------------------------|-------------------|--------------------|
| 1         | March 18/2025 (Jan to March)        | 38.34             | 527.29             | <b>565.63</b>           | 28.28             | <b>593.91</b>      |
| 2         | May 16/2025 (March to May) Estimate | 38.34             | 445.46             | <b>483.80</b>           | 24.19             | <b>507.99</b>      |
| 3         | July 18/2025 (March to July):       |                   |                    |                         |                   |                    |
|           | Actual Meter Read                   | 76.68             | 1,135.75           | <b>1,212.43</b>         | 17.08             | <b>1,229.51</b>    |
|           | Less May 16 Estimated Bill          | <del>-38.34</del> | <del>-445.46</del> | <del>-483.80</del>      | <del>-24.19</del> | <del>-507.99</del> |
|           | Total Additional                    | 38.34             | 690.29             | <b>728.63</b>           | <del>-7.11</del>  | <b>721.52</b>      |
|           | <b>Total</b>                        | <b>115.02</b>     | <b>1,663.04</b>    | <b>1,778.06</b>         | <b>45.36</b>      | <b>1,823.42</b>    |

I would add that NS Power has stated the July 18, 2025, bill includes an error in the Provincial rebate calculations but that “NS Power has not applied an adjustment to the customer's account to address this over-credit” (Board IR-7).



On August 20, 2025, you said that you do not fully understand how the meters work and asked whether NS Power was sure that its equipment was calibrated properly. According to NS Power's response to Board IR-1, your meter #2241226 is an Advanced Metering Infrastructure (AMI) meter, which measures your consumption then transmits your usage data to NS Power daily through a secure wireless network. The meter reading is cumulative in nature and increases as energy is delivered through the meter. The meter was installed on your property in February 2021, a month after you started an account with NS Power. The meter was new at the time, certified and sealed by the manufacturer, with a 10-year seal period. Its next scheduled testing and recertification is in 2029.

The meter was tested in NS Power's Measurement Canada accredited meter shop. On December 18, 2025, NS Power explained that the meter was determined to be "operating within prescribed accuracy limits". NS Power explained that you can further request to have the meter tested by Measurement Canada for \$46. If the meter is found faulty, the \$46 fee will be credited to your account.

You alleged that the DRO was "biased" but did not provide any specific evidence. While I have reviewed the DRO's ruling, this is a new appeal and will consider all evidence, whether previously filed or not.

### **FINDINGS**

There are three bills involved in this appeal: March 18, 2025 (January to March), May 16, 2025 (March to May) and July 18, 2025 (March to July). To determine whether NS Power calculated your bill correctly, I will review these bills in three steps. First, what was the amount that NS Power says you owed? Second, how much did you pay towards these three bills? And third, what amounts or credits are outstanding or were missed? I will also examine the questions you raised around your September 17, 2025, bill.

Lastly, I will examine whether your meter was working accurately.

#### **What was the amount that NS Power says you owed?**

The Base Charge is \$19.17 per month, which means two months cost \$38.34 and four months cost \$76.68. Your first two NS Power bills cover a two-month period, thus costing \$38.34. Your March to July bill covered four months (\$76.68) but rebated back 38.34 for the March to May bill. In total you were charged \$115.02 for six months of the base charge. This matches what you should have been charged (six months \* \$19.17 = \$115.02).

The Energy Charge is 18.561 cents for each kWh of power used. The kWh used and the Energy Charge are summarized in the following table for each of the three bills. Again, I have broken the July 18, 2025, bill into two parts: the amount charged for the actual meter read, and the reduction for the May 16, 2025, bill. You will note that the total Energy Charge shown here of \$1,663.04 matches the total on the previous table and can be matched to each of the three bills you submitted. I have reviewed the kWh to determine that the Energy Charge has been calculated correctly.



## NS Power Bills – Adam Bowser, Account [REDACTED]

As Shown on Printed Bills

|   |                                                    | Last Meter<br>Read | New Meter<br>Read | kWh Used     | kWh Price     | Energy<br>Charge |
|---|----------------------------------------------------|--------------------|-------------------|--------------|---------------|------------------|
| 1 | March 18/2025 (Jan to March)                       | 69,733.01          | 72,614.16         | 2,881        | 18.094/18.561 | 527.29           |
| 2 | May 16/2025 (March to May) Estimate                | 72,614.16          | 75,014.16         | 2,400        | 18.561        | 445.46           |
| 3 | July 18/2025 (March to July):<br>Actual Meter Read | 72,614.16          | 78,733.00         | 6,119        | 18.561        | 1,135.75         |
|   | Less May 16 Estimated Bill                         | -72,614.16         | -75,014.16        | -2,400       | 18.561        | -445.46          |
|   | Total Additional                                   | 0.00               | 3,718.84          | 3,719        | 18.561        | 690.29           |
|   | <b>Total</b>                                       |                    |                   | <b>9,000</b> |               | <b>1,663.04</b>  |

The details of your three bills are as follows:

- The **March 18, 2025**, bill was based on an actual read of your meter that occurred on March 14, 2025, and showed you used 2,881 kWh of power since your previous bill. Note that the Energy Charge had increased by 0.467 cents per kWh (from 18.094 to 18.561 cents per kWh) on February 18, 2025.
- The **May 16, 2025**, bill is not based on an actual read. This bill occurred after the cyber incident at NS Power when your usage data could not be transmitted wirelessly to NS Power. Because of this, NS Power estimated your usage as 2,400 kWh and billed you \$445.46 in Energy Charges.
- The **July 18, 2025**, bill was based on an actual read on July 14, 2025. That meter reading showed an increase of 6,119 kWh since the last actual read on March 14, 2025. Hence, it showed four months of usage and you were billed \$1,135.75 for those four months less the 2,400 kWh estimated (\$445.46) in the May bill.

I want to explain in a bit more detail about the May and July 2025 bills. Because of the cyber incident, we do not have actual monthly breakdowns for March to May, but we can review the totals to understand the four-month period. In May, NS Power had estimated your meter use as being 75,014.16. Thus, for the two months since March NS Power estimated your usage in the May bill as 2,400 kWh (75,014.16 – 72,614.16 = 2,400). The July 14, 2025, read showed that your actual energy usage to date was 78,733 kWh. This means that in the four months since March 2025, you had used 6,119 kWh (78,733 – 72,614 = 6,119). In the July 2025 bill, NS Power rebated back to you the 2,400 kWh of energy charges from the May 2025 bill (\$445.46) and added in the correct 6,119 kWh (\$1,135.75). So, in the July 2025 bill, NS Power effectively charged you only for the 3,719 additional usage (6,119 – 2,400 = 3,719 kWh for \$690.29). Those additional 3,719 kWh may have been incurred at any time during the four-month period. They are not necessarily the June to July usage. We cannot know for certain what your summer 2025 usage was.

In total, you were billed for 9,000 kWh on the three bills with a total “Energy Charge” of \$1,663.04. NS Power rebated the estimate of 2,400 kWh back to your account after they were able to get an actual read on your meter on July 14, 2025.

HST applies to the Base and Energy Charge but there is a Provincial Rebate that reduces the HST on electricity from 14% to 5%. I reviewed HST and the rebate amounts and, other than the mistake that was discussed earlier, I found no errors.



How Much Did You Pay Towards These Three Bills?

Based on the bank statements you submitted, you made six payments totaling \$1,650 towards your NS Power account. These payments were spread out over the three bills. These amounts match payments on your NS Power statements. The amounts you claim to have paid and the amounts NS Power show on your Statement of Account that NS Power filed on August 19, 2025, (document 99017, p.13) also balance. There are no payments you made that do not appear in one of the three bills.

**Adam Bowser - Deposits**

As Submitted as Evidence, B-2

| Your Bank Statement | Amount          | NSP Payment Received | Date of NS Power Bill |
|---------------------|-----------------|----------------------|-----------------------|
| January 22, 2025    | 300.00          | January 24, 2025     | March 18, 2025        |
| February 19, 2025   | 300.00          | February 21, 2025    | March 18, 2025        |
| March 20, 2025      | 300.00          | March 24, 2025       | May 16, 2025          |
| April 22, 2025      | 250.00          | April 24, 2025       | May 16, 2025          |
| May 26, 2025        | 300.00          | May 26, 2025         | July 18, 2025         |
| June 23, 2025       | 200.00          | June 24, 2025        | July 18, 2025         |
|                     | <b>1,650.00</b> |                      |                       |

What amounts or credits are outstanding?

The most confusing part of your situation relates to the starting and ending amounts due on your bill. On the bill these are the "Amount owing from last bill" and "Amount Due". This relates directly to your concern that there are credits that NS Power did not apply. I have shown a summary of these amounts in the following table:

**NS Power Bills – Adam Bowser, [REDACTED]**

As Shown on Printed Bills

| Bill Date                       | Amount Owing from Last Bill | Amount Paid      | Base and Energy Charges | HST and Rebate | Amount Due |
|---------------------------------|-----------------------------|------------------|-------------------------|----------------|------------|
| 1 March 18/2025 (Jan to March)  | 297.22                      | -600.00          | 565.63                  | 28.28          | 291.13     |
| 2 May 16/2025 (March to May)    | -8.87                       | -550.00          | 483.80                  | 24.19          | -50.88     |
| 3 July 18/2025 (March to July): | 249.12                      | -500.00          | 728.63                  | -7.11          | 470.64     |
| <b>Total</b>                    |                             | <b>-1,650.00</b> | <b>1,778.06</b>         | <b>45.36</b>   |            |

When dealing with bills and invoices the Amount Due for one bill is normally the same as the "Amount owing from last bill" in the next bill. If you check other NS Power bills that you possess, I expect that you will see the Amount Due in one bill is the same as the Amount Owing in next month's bill.

The Amount due on the March 18, 2025, bill was \$291.13 so I would expect to see that amount as the starting point for the May 16, 2025, bill. Instead, the May 16, 2025, bill starting point is a credit of \$8.87, a full \$300 lower. Likewise, the May 16, 2025, bill shows a credit of \$50.88 for the Amount Due but the Amount Owing for the start of the July 18, 2025, bill is \$249.12, a full \$300 higher. Obviously, there is an error in at least one of the three bills.

As discussed above, the individual components of the three bills (i.e., your payments, base charges, energy charges) appear correct. I added the totals for all three bills and double-checked it against the March 18, 2025, Amount Owing and the most recent Amount Due of



\$470.64. This shows that all amounts paid and charged are consistent with what is owed on the July 18, 2025, bill:

|                                         |                 |
|-----------------------------------------|-----------------|
| <b>Previous Amount Owing (March 18)</b> | <b>\$297.22</b> |
| Amount Paid                             | (1,650.00)      |
| Base and Energy Charges                 | 1,778.06        |
| HST and Rebate                          | 45.36           |
| <b>Amount Due (July 18)</b>             | <b>\$470.64</b> |

This suggests that the July 18, 2025, "Amount Due" is correct. However, it still appears there is something wrong with one or more of these bills.

NS Power explained in Board IR-4(a) that a presentation error was responsible for the erroneous amounts on the May 2025 bill:

During the period following the cyber incident, billing and payment processing did not occur in the usual sequence. Payments continued to be posted to customer accounts while billing was temporarily paused, and billing was subsequently resumed afterward. As a result of this sequencing, the March 24 payment was incorporated into the balance used to calculate the "Amount owing from last bill"; and also displayed within the bill as a payment within the billing period.

[Exhibit B-9, p.2]

I have questioned NS Power in detail on how this happened and can summarize their explanation. They operate two systems: a customer account ledger, that journalizes the amounts paid and owed; and a billing system that displays amounts on their printed invoices. They explained that the interaction between these two systems caused an error in the printed bill even though the customer account ledger was correct.

- The billing system organizes and displays transactions within a defined time-period. For instance, the May 16, 2025, bill included payments from March 14 to May 16, 2025, hence it displayed your payments for March 20 and April 22, 2025, but did not include your payment of May 26, 2025.
- The billing system also retrieves the amount due from the customer account ledger and displays it as the "Amount owing from last bill". If the bill is printed during the expected print cycle it will retrieve the "Amount Due" on the previous printed bill.
- The May 16, 2025, bill should have been printed on May 17, 2025, and should have shown an "Amount owing from last bill" of \$291.13. You can see the \$291.13 on your Statement of Account on page 13 of NS Power's August 19, 2025, submission, (file 99017). Using this as the Amount owing from last bill means your amount due would not have been a credit of \$50.88, but \$249.12.
- But the printing was delayed due to the cyber incident and happened one month later (June 17, 2025). At that time the current amount due had been updated in the customer account ledger to include your May 26, 2025, payment of \$300. Instead of displaying the \$291.13 amount it shows an amount of -\$8.81 (\$291.13 less the May 26, 2025, \$300 payment = -\$8.81). It was this amount that the billing system erroneously displayed as the "Amount owing from last bill". You can also see the \$300 payment and the -\$8.81 balance on your Statement of Account on page 13 of NS Power's August 19, 2025, submission, (file 99017).
- The May 26, 2025, payment included in the "Amount owing from last bill" was also displayed as a payment on the July 18, 2025, bill.



On the July 14, 2025, bill, NS Power adjusted the "Amount owing from last bill" to \$249.12 (which is what it would have been if the bill had been printed on May 17, 2025, during the normal print cycle).

I understand that this is a long, technical explanation but I think it is important to understand exactly what did and did not happen. I have posed a series of questions to NS Power through IRs to ensure that there are no other relevant explanations or issues such as payments that were included twice, payments that were missed, payments that were mislabeled, and to ensure that kWh usage was correct. I have concluded that, while your Amount Owing and Amount Due were incorrect on the May 16, 2025, bill, your account was corrected and the July 18, 2025, bill shows the correct Amount Owing and Amount Due.

#### Your September 17, 2025, Bill

After your initial appeal you submitted your September 17, 2025, bill (July 14 - September 17, 2025) which was \$550.25 for the Base and Energy Charges and \$548.41 for the Amount Due. You recalculated the bill two different ways and came up with different amounts than NS Power. For the Base and Energy Charges you calculated \$342.14 and 534.78:

I have again been overcharged by NSP, based on the numbers provided, with the information on this Bill I used an average of 27.2 kWh per day, at a rate of 0.18 Cents per kWh, I Owed at the time -29.36. The Period for the Billing state that it was a for 62 days. so the calculation I used was  $27.2 \times 0.18 = 4.89$  (rounded up to 4.90) which is the amount I owe per day for 62 days.  $62 \times 4.90 = 303.80$ ,  $303.80 + 38.34$  (base charge for electricity) = 342.14 not the 550.25. even if I calculate using the total kWh (2758 kWh) the total comes to 496.44, with 534.78 the total after that charge.

in the bill they stated that for sept 2025 I used 27.2 kwh per day, over a 62 day period.  
 $27.2 \text{ kWh} \times 62 \text{ days} = 1686.4 \text{ kWh}$

[Exhibit B-5, p.1]

I have reviewed the September 17, 2025, bill and the calculations you provided and can find no math errors in the bill provided by NS Power. I will note several corrections to your calculations. It appears you used the September 2024 average of 27.2 kWh and 62 days. The correct September 2025 amounts on the bill are 42.4 kWh and 65 days. The kWh energy rate is 0.18561, not 0.18. Lastly, there is HST and a rebate on the bill. I have included two tables with your calculations and the corrected inputs so you can verify all amounts.

#### **NS Power Bills – Adam Bowser, Account [REDACTED]**

Comparison Of September 18 Submission (B-5) to Corrected Amounts  
Using Daily kWh

|                                  | As Per Submission | As Per Invoice | Comments                                         |
|----------------------------------|-------------------|----------------|--------------------------------------------------|
| Balance owing after last payment | -29.36            | -29.36         |                                                  |
| Base Charge                      | 38.34             | 38.34          |                                                  |
| kWh per Day                      | 27.2              | 42.43          | Kwh per Day is 42.4 (27.2 is for September 2024) |
| Energy Rate                      | 0.18000           | 0.18561        | Correct energy rate is 0.18561, not 0.18         |
| Energy Cost per Day              | 4.90              | 7.88           |                                                  |
| Number of Days                   | 62                | 65             | Correct number of days is 65                     |
| Energy Charge                    | 303.80            | 511.91         |                                                  |
| Base and Energy Charges          | 342.14            | 550.25         |                                                  |
| HST and Rebate                   | -                 | 27.52          | HST less rebate is 5% additional                 |
| Amount Due                       | 312.78            | 548.41         |                                                  |

Note: Calculations include rounding



**NS Power Bills – Adam Bowser, Account [REDACTED]**  
Comparison Of September 18 Submission (B-5) to Corrected Amounts  
Using Total kWh

|                                  | As Per Submission | As Per Invoice | Comments                                 |
|----------------------------------|-------------------|----------------|------------------------------------------|
| Balance owing after last payment | -29.36            | -29.36         |                                          |
| Base Charge                      | 38.34             | 38.34          |                                          |
| kWh Used                         | 2,758             | 2,758          |                                          |
| Energy Rate                      | 0.18000           | 0.18561        | Correct energy rate is 0.18561, not 0.18 |
| Energy Charge                    | 496.44            | 511.91         |                                          |
| Base and Energy Charges          | 534.78            | 550.25         |                                          |
| HST and Rebate                   | -                 | 27.52          | HST less rebate is an additional 5%      |
| Amount Due                       | 505.42            | 548.41         |                                          |

Note: Calculations include rounding

**Is the Meter Accurate?**

In your response on August 20, 2025, you were concerned that electronic signals from your meter can be altered in different ways, and if a system is reset, it can move back to factory settings which can cause issues with calculation. You mentioned to the DRO in the email dated July 24, 2025, that “the claims from NS Power that meter reading issues because of being hacked made the meter readings questionable at best. It is not the consumer’s responsibility to deal with internal issues of a company they have no control of”.

NS Power provided your daily meter reads from the beginning of this year to April 24, 2025, (Board IR-1). NS Power explained that the cyber incident only affected data transmission between the meters and NS Power. Your meter continued to operate and record your energy usage after April 24, 2025, but could not transmit the data to NS Power’s system. This explains your meter being read on site by NS Power’s staff in July 2025. The Board has no evidence that your usage data was manipulated or that NS Power had issues with usage kWh calculations.

On January 5, 2026, you advised that:

In December, an NSP technician, came to my house and installed a new meter, pictured below. Before he finished doing so he asked me to take a picture of the old one, and that it showed I was being over charged by \$300. This is in direct contrast to the statement made by NSP that as of 19 Dec 2026 my meter was in working condition

[Exhibit B-7, p. 1]

The photograph you provided showed that the kWh on the meter matched that reported on the meter test (by 1 kWh). You did not explain how this photograph contradicted NS Power’s statement that the meter was in working condition.

**DECISION**

Pursuant to the *Public Utilities Act*, RSNS 1989, c 380, the Board is responsible for the general supervision of all public electric utilities operating in Nova Scotia, including NS Power. Among other things, the Board’s jurisdiction includes approving *Regulations* that determine how NS Power is allowed to provide electric service to customers, and the rules they (and customers) must follow. In reviewing matters such as your appeal, the Board’s role is to determine whether NS Power has properly applied the Board’s approved *Regulations* in dealing with its customers. The Board is an independent body with legal, or court-like



powers assigned to it by various Statutes. The Nova Scotia Energy Board is not a part of NS Power.

NS Power's bills were confusing. The May 16, 2025, bill included incorrect starting and ending balances which led you to suspect that you were charged incorrectly. As discussed above, despite the errors in their bills, it is clear to me that NS Power has (after updates and corrections) billed you accurately for the monthly charges and energy the meter shows you used. They adjusted the July 18, 2025, bill for the estimation that occurred in the May 16, 2025, bill. The Amount owing from last bill and Amount Due were both incorrect in the May 2025 bill but were corrected in the July 18, 2025, bill. I am satisfied that all of the payments you made have been fully recorded. I am also satisfied that the energy charges have been correctly recorded on your bill.

While I understand that you appeared to have a credit of -\$50.88 on your May 16, 2025, bill, that amount was inaccurate. Because the opening "Amount owing from last bill" was \$300 too low it showed you having an Amount Due of -\$50.88 when it should have shown as Amount Due of \$249.12.

The *Regulations* provide for meter testing. You agreed to a meter test that was done on December 18, 2025. NS Power provided the Board with the test results on December 19, 2025, and it showed the meter was working properly.

I understand your frustration as there was a significant error in the opening and closing balance of your May 16, 2025, bill. Even without that error, the bills can be confusing. Moreover, the meters were not transmitting usage data (hence the estimates) and it cannot be determined whether summer usage increased. The additional 3,719 kWh in the July 2025 bill may have been incurred at any time during the preceding four-month period. Those additional kWh are not necessarily the June to July usage.

However, the meter test provides clear evidence that the meter provides accurate readings. Whatever the cause of any higher energy usage, it occurred on your side of the meter. NS Power is responsible for delivering energy to the metering point but has no responsibility for how it is used on the other side of the meter. As such, you remain responsible for your NS Power bills, even though you are unable to identify the cause of what you consider higher energy use.

I would note that I feel the quality of service provided to you has been below an acceptable level. NS Power's May 2025 bill was incorrect and their responses were confusing. I urge NS Power to review its standard operating procedures to ensure that it provides adequate customer service.

I did not discover any evidence of deceit on the part of NS Power. I am concerned, however, that the NS Power billing system does not have proper safeguards to ensure that the amounts it retrieves from the customer account ledger are the appropriate amounts to display on the printed bill as the "Amount owing from last bill". I would also note that the printed bills should reflect the correct amount of tax.

The Board notes that it is conducting a separate investigation into the cybersecurity incident under Matter M12273 (Board Inquiry into Nova Scotia Power's Cybersecurity Incident) which encompasses a broader review of its impact on customers. I intend to refer my decision to the Panel examining that Matter. While I am not asking that panel to make any additional decisions around your case, I feel the inaccuracies and lack of controls in the billing system are useful background for their examination.



To summarize this letter and my decision, I have concluded that:

- NS Power made a serious error in your May 16, 2025, bill, which had an incorrect starting and ending balance. NS Power also estimated your power usage during the cyber incident and, while the total kWh is now correct, the monthly breakdown during this time period is not known. However, NS Power has corrected your account to reflect the actual usage recorded by the meter, and the proper opening and closing balances, and your accounts are now up to date.
- The power meter has been tested and found to be functioning within accurate parameters, meaning that your energy usage is now correct. Hence, I have concluded that the amount outstanding on your NS Power account is correct and should not be varied.

I have concluded that NS Power followed Board-approved *Regulations* and has billed you appropriately for electricity consumption at your property. As such, I must dismiss your appeal.

Yours truly,



Bruce Fisher, LL.B.  
Member

c. Kathleen Murray, Regulatory Counsel, NS Power

