



PO Box 910 • Halifax, Nova Scotia • Canada • B3J 2W5

August 19, 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: M12413 – DRO Appeal – Adam Bowser

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated August 5, 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, August 19, 2025. NS Power must also provide a copy of their response to the appellant, Mr. Adam Bowser.

Mr. Bowser is appealing a decision by the Dispute Resolution Officer (DRO) dated Thursday, July 24, 2025. The complete DRO file as provided by the DRO pertaining to this decision is included as Confidential Attachment 1. Below are the highlights of activities and communications pertaining to the DRO decision being appealed by Mr. Bowser:

- July 23, 2025 – Mr. Bowser called NS Power to discuss his most recent bill, expressing concern that the amount appeared unusually high. He requested a re-read of the meter, indicating he believed the reading may have been inaccurate.
- July 23, 2025 – Mr. Bowser emailed the DRO to formally dispute his July 2025 bill. He referenced a June invoice showing a credit of -\$50.88 and stated that he had been making regular monthly payments ranging from \$250 to \$300, totaling approximately \$1250 since March 20, 2025. Mr. Bowser questioned how a balance could be owing given his payment history and prior billing credits.

This is referenced on page 1 of 22 in the DRO file attached as Confidential Attachment 1.

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- July 23, 2025 – The DRO responded to the customer and NS Power. He summarized his role and asked NS Power to provide their position in the matter as well as relevant account documentation. This is referenced on page 2 of 22 in the DRO file attached as Confidential Attachment 1.
- July 23, 2025 – Mr. Bowser confirmed his consent to release his personal information to the DRO. This is referenced on page 5 of 22 in the DRO file attached as Confidential Attachment 1.
- July 23, 2025 – Mr. Bowser sent a follow-up email to the DRO with copies of his bills. He expressed concern that he may have been double charged, stating that a March meter reading appeared to have been applied to a July bill, despite a meter reading having already occurred in June. This is referenced on page 6 of 22 in the DRO file attached as Confidential Attachment 1. Mr. Bowser's bills from March, May, and July have been attached as Confidential Attachment 2.
- July 24, 2025 – NS Power responded to the DRO stating:

[...] Due to the recent cyber incident, NS Power is continuing to work on restoring all regular services to our customers. NS Power has hired meter readers who are now gathering energy usage data from residential and business meters across the province. When we retrieve the current energy usage data from the meter, the bill will be adjusted to reflect the actual usage. Any difference between estimated and actual usage will be reflected in a future bill. Customers will never pay for power they do not use.

This customer's meter was read on July 14, 2025. The billing was corrected to reflect the actual true meter reading. As shown on the July 2025 invoice the customer attached, the bill was for service from Mar 14 to Jul 14, 2025. The kWh's used were 6119. This was the difference of the new read taken July 14 of 78733 and the last true read taken March 14, 2025 of 72614 (as shown on the March 2025 invoice). Also shown on the July 2025 invoice was -2400 kWh used. This was for the amount of kWh used as shown on the June 2025 invoice. For July 14, NS Power adjusted -2400 kWh from the June invoice and rebilled based on the actual total kWh's that were used (6119 kWh).

NS Power received payments of \$300 on May 26, 2025, \$200 June 24, 2025, and a payment will post today of \$250. The July 18 invoice sent to the customer indicated the total amount due was \$470.64. The total balance due as of today is \$220.64. [...]

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It is NS Power's position that the subject account has been billed appropriately.

This is referenced on page 7 of 22 in the DRO file attached as Confidential Attachment 1.

- July 24, 2025 – NS Power attached an account ledger and copy of meter reads for the subject account (REDACTED) in its response to the DRO. This is referenced on pages 8 to 13 of 22 in the DRO file attached as Confidential Attachment 1.
- July 24, 2025 – Mr. Bowser responded to NS Power's position to the DRO. He reiterated that he had received three bills between March and July and made payments totaling \$1050. He noted that the June bill showed a credit of -\$50.88 and that the July bill reflected a balance owing of \$420.64, with a credit of \$250.88 being applied.

Mr. Bowser raised questions about how usage from previous bills was accounted for in the July adjustment and sought clarification regarding the calculation of total kWh used. This is referenced on pages 14 to 15 of 22 in the DRO file attached as Confidential Attachment 1.

- July 24, 2025 – The DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

Decision: In the context of Board Approved Regulation 5.1, N.S. Power has appropriately billed the Customer for energy consumption at (REDACTED) (Account (REDACTED)).

This is referenced on page 19 of 22 in the DRO file.

- July 24, 2025 – Mr. Bowser appealed the DRO's decision with the NSEB.

NS Power agrees with the DRO's decision that NS Power has appropriately billed Mr. Bowser.

Following the cyber incident, NS Power was temporarily unable to access meter data, resulting in bills issued prior to July 2025 being based on estimated consumption. To provide customers with bills based on actual energy usage, NS Power began manual meter reading in July. Once actual readings were collected, discrepancies between estimated and actual usage were reconciled through adjustments on subsequent bills.

An actual meter read was obtained from Mr. Bowser's meter on July 14, 2025, showing a

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reading of 78,733 kWh. This was the first actual read following the period of estimated billing; the previous actual read was 72,614 kWh on March 14, 2025. Based on these readings, NS Power calculated a consumption of 6,119 kWh between March 14 and July 14. This replaced the previously estimated usage and formed the basis of the July 2025 bill. As part of the reconciliation process, NS Power deducted the 2,400 kWh that had been previously billed as estimated usage in May and then billed the remaining 3,719 kWh (6,119 kWh – 2400 kWh) in July, ensuring that Mr. Bowser was charged only for the electricity he used during that period.

Mr. Bowser made payments of \$300 on May 26, \$200 on June 24, and a pending \$250 on July 24, resulting in an outstanding balance of \$220.64 as of today. The total charges on Mr. Bowser's account in 2025 (including the \$297.22 balance from the January bill) amounted to \$2,120.64, while his total payments amount to \$1,900.00. This leaves a balance of \$220.64, as confirmed in Confidential Attachment 3. The account ledger and meter data confirm that the bills reflect actual usage; customers are never charged for electricity they do not use.

Due to the cyber incident, NS Power experienced delays in issuing bills and processing payments. This led to a sequencing error in the May bill, which incorrectly showed the amount owing from the previous bill as -\$8.87 instead of the correct amount of \$291.13. The error occurred because the system processed Mr. Bowser's March 24 payment of \$300 before calculating the "Amount owing from last bill," and then mistakenly applied the same payment again in the May bill. This issue was resolved by the July bill, which accurately reflects the correct balance and billing history. Confidential Attachment 3 links the bill amounts to the account ledger and outlines the calculations. NS Power apologizes for any confusion this may have caused and would be happy to arrange for a representative from Customer Care to review the bills and ledger with Mr. Bowser directly.

Total consumption from the March and July 2025 bills was 9,000 kWh (6,119 kWh actual + 2,881 kWh previously billed in March), which aligns closely with Mr. Bowser's historical usage for the same period in 2024, totaling 9,841 kWh. NS Power's role is to deliver electricity to the metering point and does not extend to how energy is consumed on the customer's premises. As noted in the DRO's decision, a customer's usage is influenced by factors beyond NS Power's control, including lifestyle, heating systems, appliances, weather conditions, wiring issues, ground faults, or theft of power.

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 Mr. Bowser by e-mail.

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Yours truly,

A handwritten signature in black ink that reads "Kathleen Murray". The script is cursive and fluid, with the first letters of each word being capitalized and prominent.

Kathleen Murray
Regulatory Counsel

Encl.

c. Mr. Adam Bowser

**Bowser DRO Appeal Attachment 1
has been removed due to confidentiality.**

**Bowser DRO Appeal Attachment 2
has been removed due to confidentiality.**

**Bowser DRO Appeal Attachment 3
has been removed due to confidentiality.**