

October 1, 2025

REDACTED

Lisa Wallace
Chief Clerk of the Board
Nova Scotia Energy Board
1601 Lower Water Street, 3rd Floor
Halifax, NS B3J 3S3

Re: M12476 – DRO Appeal – Liang Lu

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated September 16, 2025, the Board directed as follows:

By copy of this letter, the Board requests NS Power (the Company) to file a response with the Board to the enclosed appeal on or before 2:00 PM on October 1, 2025, and to provide a copy of the complete file reviewed by the DRO in reaching its decision, including any supporting information and comments NS Power wishes the Board to consider. NS Power must also provide a copy of their response to the appellant, Ms. Liang Lu.

Ms. Lu is appealing a decision by the Dispute Resolution Officer (DRO) dated September 11, 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 relevant customer account and communication notes from NS Power's CIS database.

Please accept the following highlights of activities and communications pertaining to the September 11, 2025, DRO decision being appealed by Ms. Lu:

- May 1, 2025 – Ms. Lu moved into the residence located at [REDACTED] (account [REDACTED]).
- June 16, 2025 – NS Power notified Ms. Lu that her bill for May was available on MyAccount. The bill covered the period May 1–13 and reflected an estimated consumption of 488 kWh, based on historical usage at the property during a similar time of year. The total energy charges were \$98.25. Copies of Ms. Lu's May and July bills are included in the customer's evidence.

- July 7, 2025 – Ms. Lu contacted NS Power to explain that she would not be paying the estimated bill as she wanted an actual bill. NS Power advised Ms. Lu that once an actual read was obtained, she would receive a corrected bill from the Company. This is referenced on page 2 of 3 in Confidential Attachment 2.
- July 10, 2025 – Ms. Lu moved out of the residence. NS Power obtained an actual read from the meter of 47,403 kWh.
- July 14, 2025 – Ms. Lu was notified that her final bill was available on MyAccount. The bill reflected actual consumption of 769 kWh for the full period from May 1 to July 10, 2025. It included a credit of \$98.25 for the previously estimated charges on the May bill.
- July 29, 2025 – Ms. Lu spoke with NS Power, disputing the final bill of \$200.54. She stated that she did not use the amount of energy indicated over the 70-day period. This is referenced on page 3 of 3 in Confidential Attachment 2.
- September 9, 2025 – Ms. Lu contacted the DRO to formally dispute her July bill. She claimed the initial estimated bill for May 1–13 showed unreasonable usage (488 kWh). Additionally, Ms. Lu asserted that the estimate charges were never removed on her final bill and requested a corrected bill based on actual usage. This is referenced on pages 10 to 11 of 11 in the DRO file attached as Confidential Attachment 1.
- September 10, 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 pages 9 to 10 of 11 in the DRO file attached as Confidential Attachment 1.
- September 10, 2025 – Ms. Lu confirmed her consent to release her personal information to the DRO. This is referenced on page 7 to 8 of 11 in the DRO file attached as Confidential Attachment 1.
- September 11, 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. The customer's first invoice was estimated based on the previous usage at the property during a similar time of year. The total kWh's used during the timeframe the customer was connected between May 1, 2025 and July 10, 2025 was 769 kWh's. This was the total amount billed to the customer during the time connected at the property.

The customer was billed \$98.25 for 488 kWh and the base charge on the Initial bill. The customer was credited \$98.25 for 488 kWh and the base charge on the Closing bill.

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

This is referenced on pages 6 to 7 of 11 in the DRO file attached as Confidential Attachment 1

- September 11, 2025 – The DRO issued a Final Written Decision to Ms. Lu pertaining to this appeal, finding as follows:

Decision: In the context of Board approved Regulations 2.2 and 5.1, N.S. Power has appropriately billed the Customer for service to [REDACTED] over the 1 May 2025 to 10 July 2025 period.

- September 15 – Ms. Lu appealed the DRO's decision with the NSEB.

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

Following the cyber incident, NS Power was temporarily unable to access meter data, resulting in most 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.

Ms. Lu's initial bill for May was based on an estimated usage of 488 kWh for the 12-day period from May 1 to May 13. This estimate was generated using historical consumption data for the property during a similar time of year. The total energy charges on this bill were \$98.25. On July 10, 2025, an actual meter read was obtained from Ms. Lu's meter showing a reading of 47,403 kWh. This was the first actual read following the estimated billing period. The previous read used for estimation was 46,634 kWh, resulting in a total consumption of 769 kWh over the full-service period from May 1 to July 10, 2025.

Upon obtaining the actual meter read in July, NS Power issued a final bill that reflected the full 769 kWh consumed during the 70-day service period. As part of the reconciliation process, NS Power credited Ms. Lu \$98.25, the full amount of energy charges from the initial estimated bill, on her final July bill. Confidential Attachment 3 outlines the calculations from the bills.

NS Power's CIS records and billing documentation confirm that the estimated charge was removed and replaced with actual usage data. Ms. Lu's account was reconciled in

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accordance with Board-approved billing practices.

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. Lu by e-mail.

Yours truly,

A handwritten signature in cursive script that reads "Kathleen Murray".

Kathleen Murray
Regulatory Counsel

Encl.

c. Ms. Liang Lu

**M12476 Liang DRO Appeal Confidential Attachments 1-3
have been removed due to confidentiality.**