

November 3, 2025

[REDACTED]
Jean R. Nearing
[REDACTED]

Dear Ms. Nearing:

M12485 - Nova Scotia Power Inc. - Appeal by Jean Nearing of a Decision of the Dispute Resolution Officer

I have reviewed your appeal of a decision by the Dispute Resolution Officer (DRO) dated September 22, 2025.

My review included the following documentation:

- The DRO's file and decision, dated September 22, 2025;
- Your appeal of the DRO decision, dated September 22, 2025;
- NS Power's response to your appeal, dated October 7, 2025;
- Your responses to NS Power's response, dated October 7 and 8, 2025; and
- NS Power's response to the Board's information request dated October 31, 2025.

SUMMARY

I understand that you are requesting an explanation for the charges on your bill dated August 19, 2025. You believe that you were charged again for the amount you already paid and suspect this was a result of the cyber incident.

You requested a review of the charges on this bill.

APPEAL OF THE DRO DECISION

You appealed the DRO decision dated September 22, 2025, on the following grounds:

- 1) You had a credit amount before the bill dated August 19, 2025, and believe that you were double charged for the amount you had paid; and
- 2) You did not accept the DRO's decision to close the case without having your issue resolved.

The DRO for NS Power is an independent third party. His role is to address and, ideally, resolve disputes with NS Power that cannot be resolved through normal customer channels.

The DRO is not an employee of NS Power or the Board. Decisions of the DRO are binding on NS Power but not on the customer. Customers may appeal DRO decisions to the Board within 12 days of receipt of the final written DRO decision.

In his decision, the DRO stated:

In the context of Board approved Regulations 5.1 and 6.4, the Customer has been appropriately billed for service to 335 Ripley St (Account # 2493668-4), after an estimated June meter reading was followed by an actual August meter reading and the resulting reconciliation of all estimation error.

[Exhibit N-1, p. 3]

BACKGROUND & FINDINGS

The following table summarizes some of the key events in the evidence before the Board:

Date	Event
Jul 9, 2025	NS Power informed you that your account # [REDACTED] has a credit balance of \$308.01.
Sep 15, 2025	NS Power explained to you that your June bill was based on an estimated read and your August bill reflected a true read which corrected the previously estimated charges.
Sep 16, 2025	NS Power assured you that you would not be charged for power not used and confirmed that the cyber incident did not contribute to increased power usage. You appealed to the DRO.
Sep 22, 2025	NS Power explained to the DRO that any differences between estimated and actual usage will be addressed in a future bill. The DRO issued his decision. You appealed the DRO's decision to the Board.

Your Meter Reads and Charges

On October 7, 2025, NS Power explained to the Board that, following the cyber incident, it was temporarily unable to access meter data and, therefore, most bills issued before July 2025 were based on estimated consumption. NS Power started reading meters manually in July 2025 and reconciled the discrepancies between estimated and actual usage in subsequent bills.

According to the evidence you included in your appeal, you have been paying the equal billing amount of \$169/month since January 2025. On August 13, 2025, NS Power staff read your meter on site, resulting in the actual usage of 3,773 kWh being reflected in your bill dated August 19, 2025 (for service between April 14 and August 13, 2025).

The estimated usage of 1,144 kWh you were billed in June 2025 (for service between April 14 and June 17, 2025) was credited back to your account in the August 19, 2025 bill for \$250.68.



Below is the list of your payments in comparison to the charges on the four bills you received so far this year.

Date	Charges	Payment	Balance	Service period
Jan 22, 2025		\$169.00	-\$532.94	
Feb 18, 2025	\$624.07		\$91.13	
Feb 25, 2025		\$169.00	-\$77.87	
Mar 12, 2025		\$169.00	-\$246.87	
Mar 31, 2025		\$169.00	-\$415.87	
Apr 16, 2025	\$520.64	\$169.00	-\$64.23	
May 1, 2025		\$169.00	-\$233.23	
May 22, 2025		\$169.00	-\$402.23	
Jun 17, 2025	\$263.22		-\$139.01	Apr 14 – Jun 17, 2025
Jun 19, 2025		\$169.00	-\$308.01	
Jul 24, 2025		\$169.00	-\$477.01	
Aug 19, 2025	\$530.06		\$53.05	Apr 14 – Aug 13, 2025
Sep 17, 2025		\$169.00	-\$115.95	

As you can see, all of your payments are accounted for, and the August bill credits you back the amount shown in the June bill, including the tax (HST). This means that you have not been double billed for your usage during the period between April 14 and August 13, 2025. After your payment of \$169 (monthly equal billing amount) on September 17, 2025, you have a credit of \$115.95, just like your calculation in the appeal you submitted to the Board.

On October 8, 2025, you provided weather information for Sydney for the service period in question. However, the \$530.06 energy charge on your August bill is not higher than your February bill (\$624.07) nor your April bill (\$520.64). Your June bill was estimated and later credited back, therefore should not be used as a comparison to the August bill. Your consumption between April 14 and August 13, 2025, appears to be in line with your previous consumption and not a matter of abnormally high consumption as you suspected.

DECISION

Pursuant to the *Public Utilities Act*, 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 board of NS Power. It is completely independent and impartial.

Based on the reasons discussed above, the Board finds that NS Power followed its Board-approved *Regulations* and has appropriately billed you for electrical consumption at your property. Your appeal is therefore dismissed.

Yours truly,



Marc Dunning, P.Eng., LL.B.
Member

c. Kathleen Murray, Regulatory Counsel, NS Power

