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Nova Scotia POWER
An Emera Company

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

November 6, 2025

REDACTED

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

Re: M12527 – DRO Appeal – MacKay Kincaid-Webster

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated October 27, 2025, the Board directed as follows:

> By copy of this letter, the Board directs Nova Scotia Power Inc. (NS Power, the Company) to file a response with the Board to the enclosed appeal on or before **2:00 PM on Thursday, November 6, 2025.** NS Power must also provide a copy of their response to the appellant, MacKay Kincaid-Webster.

MacKay is appealing a decision by the Dispute Resolution Officer (DRO) dated October 21, 2025. The complete DRO file as provided by the DRO pertaining to this decision is included as **Confidential Attachment 1**.

Please accept the following summary of activities and communications pertaining to the October 21, 2025, DRO decision being appealed by MacKay:

- May 30, 2025 – The customer contacted NS Power to disconnect service at [redacted].
- June 3, 2025 – NS Power obtained a final read and charged the remaining outstanding balance to MacKay's account.
- October 19, 2025 – MacKay contacted the DRO to formally dispute their bill. This is referenced on page 1 of 11 in the DRO file attached as Confidential Attachment 1.
- October 19, 2025 – The DRO responded to the customer and NS Power. He

summarized his role and asked NS Power to provide its position in the matter as well as relevant account documentation. This is referenced on pages 2 to 3 of 11 in the DRO file attached as Confidential Attachment 1

- October 20, 2025 – The customer confirmed their consent to release their personal information to the DRO. This is referenced on page 5 of 11 in the DRO file attached as Confidential Attachment 1.

- October 21, 2025 – NS Power responded to the DRO stating:

  > […] The customer was on an equal monthly billing plan but when service is discontinued, the outstanding balance then becomes due.
  >
  > It is NS Power's position that the subject account has been billed appropriately.

  NS Power attached the account ledger and meter reads for the subject account ([redacted]). This is referenced on pages 5 to 9 of 11 in the DRO file attached as Confidential Attachment 1.

- October 21, 2025 – The DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

  > Decision: In the context of Board approved Regulation 5.3, N.S. Power has appropriately billed the Customer for service at [redacted]

  This is referenced on pages 10 to 11 of 11 in the DRO file attached as Confidential Attachment 1.

- October 23, 2025 – The customer appealed the DRO's decision to the NSEB.

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

The customer requested disconnection on May 30, 2025; however, due to the high volume of manual meter reads required following the cyber incident, NS Power was unable to obtain a final true read until June 3, 2025. The actual read taken on June 3 was 20,423, while the previous true read obtained on March 4 was 19,118.06, confirming 1,304.94 kWh of usage over a 91-day period. This equates to an average daily consumption of 14.34 kWh. To reflect the requested disconnection date of May 30, NS Power deducted 57.36 kWh (14.34 × 4 days) from the total, resulting in an adjusted closing read of 20,365.64. This figure appears on the customer's closing bill (page 6 of 6 in Confidential Attachment 2) and explains why the bill is marked as "estimated." This approach is consistent with Regulation 5.1, which permits the Company to estimate usage when circumstances beyond its control prevent obtaining an actual meter reading.

Customers enrolled in the Equal Billing Plan, under Regulation 5.3, are billed monthly based on the average kilowatt-hour usage at the premises over the preceding twelve months, adjusted for normal weather. The plan spreads payments evenly over twelve months, with reviews in January and July to reflect actual usage. When service ends, the account is reconciled against actual consumption, and any outstanding balance becomes due.

In this case, the customer's Equal Billing amount of $137 per month was set in January 2025. When the account was closed on May 30, 2025, the outstanding balance reflected the difference between the customer's total consumption and the Equal Billing payments made. The ledger included in the DRO file (page 6 of 11 in Confidential Attachment 1) shows that as of June 5, 2025, the balance was $789.59. Had the customer continued service at this property, this balance would have been gradually reduced through ongoing monthly budget payments, with the Equal Billing amount subject to adjustment during the next scheduled review in January 2026. The customer's bills for 2025, attached as Confidential Attachment 2, illustrate the application of this process and the resulting final balance.

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. 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 control (for example, outside temperatures, including extreme temperatures and fluctuating temperatures, faulty wiring, 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 MacKay by email.

Yours truly,

Kathleen Murray

Kathleen Murray
Regulatory Counsel

Encl.

c. MacKay Kincaid-Webster

Kincaid-Webster DRO Appeal Attachment 1 has been removed due to confidentiality.

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Kincaid-Webster DRO Appeal Attachment 2 has been removed due to confidentiality.