



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

November 10, 2025

REDACTED

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

Re: **M12530 – DRO Appeal – Tariku Gashahun**

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 Monday, November 10, 2025**. NS Power must also provide a copy of their response to the appellant, Mr. Tariku Gashahun.

Mr. Gashahun is appealing a decision by the Dispute Resolution Officer (DRO) dated October 27, 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 27, 2025, DRO decision being appealed by Mr. Gashahun:

- October 27, 2025 – The customer contacted NS Power to transfer service from [REDACTED]
[REDACTED] Mr. Gashahun requested that the power be connected at [REDACTED]
[REDACTED] on that date.
- October 27, 2025 – An NS Power employee connected power at the premises.
- October 27, 2025 – Mr. Gashahun contacted the DRO to formally dispute the connection fee charged. This is referenced on page 2 of 7 in the DRO file attached as Confidential Attachment 1.
- October 27, 2025 – The DRO responded to the customer and issued his Final

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Written Decision pertaining to this appeal, finding as follows:

Decision: The attached Board approved Regulation 7.1 Schedule E permits/requires N.S. Power to charge \$143 for a “priority connection”.

This is referenced on pages 1 to 2 of 7 in the DRO file attached as Confidential Attachment 1.

- October 27, 2025 – Mr. Gashahun responded to the DRO stating that his request for the connection was made during NS Power’s regular business hours (8:57 AM on October 27) and questioned why the priority connection charge of \$143 was applied instead of the standard working-hours fee of \$46. He asked if there was any possibility of reviewing or adjusting the charge given this context.

This is referenced on pages 3 to 4 of 7 in the DRO file attached as Confidential Attachment 1.

- October 27, 2025 – The DRO replied to Mr. Gashahun asking whether he had requested the connection to be completed faster than normal NS Power scheduling permits or outside of normal working hours. This is referenced on page 3 of 7 in the DRO file attached as Confidential Attachment 1.
- October 27, 2025 – Mr. Gashahun replied to the DRO stating that he requested the connection for the same day because he had already moved into [REDACTED] and noted that the disconnection for the previous resident was completed while he was on the phone with Customer Service. This is referenced on page 5 of 7 in the DRO file attached as Confidential Attachment 1.
- October 27, 2025 – The DRO re-opened the case and asked NS Power to provide its position regarding charging a priority fee for same-day connection in the context of Board-approved Regulation 7.1 Schedule E. This is referenced on page 6 of 7 in the DRO file attached as Confidential Attachment 1.
- October 27, 2025 – The customer appealed the DRO’s decision to the NSEB.
- October 28, 2025 – The DRO advised NS Power and Mr. Gashahun that the Final Written DRO Decision had been appealed to the NSEB. As a result, the DRO closed his file and withdrew from the matter. This is referenced on page 7 of 7 in the DRO file attached as Confidential Attachment 1.
- October 28, 2025 – An NS Power customer service representative called Mr. Gashahun to advise him that the \$143 fee would be waived and only the \$11 connect fee would remain.

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- October 29, 2025 – NS Power informed the NSEB that the fee had been waived.
- October 29, 2025 – The NSEB asked Mr. Gashahun if his matter was resolved and the file could be closed.
- October 29, 2025 – Mr. Gashahun emailed the NSEB confirming he was advised the \$143 payment had been waived and requesting clarification on whether the charge was waived due to his complaint or should not have been applied in the first place. He also asked for further investigation into why both Customer Service and the DRO required payment despite his circumstances.
- October 29, 2025 – The NSEB asked NS Power to provide a formal written response, as initially set out in the NSEB's letter dated October 27, 2025.

NS Power would like to clarify that the application of a priority fee for same-day connection requests reflects standard commercial practice. This fee is applied in recognition of the operational demands involved in responding to urgent customer requests. When a same-day request is received, NS Power must reallocate crews and equipment from scheduled work and place the request at the top of the service queue, ahead of previously scheduled appointments. Dispatching personnel immediately can require overtime or disrupt planned workflows. Priority fees are charged to reflect the cost and complexity of delivering immediate service.

Under Regulation 7.1(l) of the NS Power Regulations, the Company is permitted to apply a service charge for miscellaneous requests, including those that fall outside standard service parameters. The Regulation states that for miscellaneous requests, the Company may charge the customer a service charge based on the cost of providing the service. This provision gives NS Power the flexibility to recover the added costs associated with expedited service delivery. As referenced in M12414, NS Power has commenced a broader initiative to update its Regulations to reflect current operational requirements. Proposed revisions are expected to be submitted to the NSEB by the end of Q2 2026. Specific language addressing priority fees will be included in this initiative to ensure clarity going forward.

In this case, an NS Power representative explained to the customer during the call on October 27, that a same-day connection request would result in a priority fee. The customer was advised that a priority fee of \$143 would apply in addition to the standard connection charge of \$11, as a site visit would be required to complete the connection. In light of the confusion and potential misunderstanding, NS Power waived the \$143 priority fee on October 28 as a gesture of goodwill. Only the standard connection fee of \$11 remains. NS Power sincerely apologizes for the confusion and appreciates the opportunity to clarify the situation.

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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. Gashahun by e-mail.

Yours truly,

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

Kathleen Murray
Regulatory Counsel

Encl.

Mr. Tariku Gashahun

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

Gashahun DRO Appeal Confidential Attachment 1 has been removed due to confidentiality.