

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>

Sent: Monday, October 20, 2025 2:24 PM

To: [REDACTED]

Cc: 'Customer Relations' <customerrelations@nspower.ca>

Subject: DRO Final Written Decision re Beverley Burlock consumption dispute

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

nspdisputeresolution@gmail.com

Beverley Burlock

After review and consideration of all of the following and attached, my Final Written Decision in the matter follows.

I will begin by stating my role as Dispute Resolution Officer (DRO) in matters of dispute between N.S.Power and their Customers. : **I am not an employee of Nova Scotia Power** or the Nova Scotia Energy Board. I am appointed by Nova Scotia Power to satisfy the Regulations of the Board with respect to dispute resolution. My role is to address, and hopefully resolve, disputes with Nova Scotia Power that cannot be resolved through normal Customer channels. In my role I investigate N.S.Power's interpretation, and application, of Board approved Regulations. I do not have any jurisdiction over N.S.Power's day-to-day operations. My Decisions are binding on Nova Scotia Power but not on the Customer. Customers may appeal my Decisions (within 12 days of receipt of Final Written Decision) to the Board.

Your Dispute in summary is : that you have service from N.S.Power at 125 Bells Point Rd (Account [REDACTED]); that you indicate re your August bill that "SOMETHING IS NOT RIGHT WITH MY LATEST BILL."; that your August 2025 bill was based on consumption of 1361 Kwh; that your Aug 2024 bill was based on consumption of 646Kwh (usage record attached); that your highest recent consumption was 5420 Kwh billed in April 2024; that your June 2025 bill was based on an estimated meter reading; that your August bill reconciled any estimation error; that I instructed N.S.Power to test your serving meter (#2197146) for accuracy; and that test results indicate that meter #2197146 is I operating within prescribed accuracy limits.

NSUARB approved Regulations relevant to this matter are 5.5, 6.4, and 6.7 – copy attached. Also relevant and attached are the Electricity and Gas Inspection Act Regulations.

day operations. My Decisions are binding on Nova Scotia Power but not on the Customer. Customers may appeal my Decisions (within 12 days of receipt of Final Written Decision) to the Board.

Your Dispute in summary is: that you have service from N.S.Power at 125 Bells Point Rd (Account # [REDACTED]); that you indicate re your August bill that “SOMETHING IS NOT RIGHT WITH MY LATEST BILL.”; that your August 2025 bill was based on consumption of 1361 Kwh; that your Aug 2024 bill was based on consumption of 646Kwh (usage record attached); that your highest recent consumption was 5420 Kwh billed in April 2024; that your June 2025 bill was based on an estimated meter reading; that your August bill reconciled any estimation error; that I instructed N.S.Power to test your serving meter (#2197146) for accuracy; and that test results indicate that meter #2197146 is operating within prescribed accuracy limits.

NSUARB approved Regulations relevant to this matter are 5.5, 6.4, and 6.7 – copy attached. Also relevant and attached are the Electricity and Gas Inspection Act Regulations.

Specific bills can be other than expected if they are based on estimated – as opposed to actual – meter readings. As part of my investigation of this matter, I will determine if estimated meter readings are a factor in your dispute. Once an actual meter reading is obtained, following an estimated reading for billing purposes, any estimation error is fully reconciled in following bills, that are based on actual readings, as a result of the cumulative, and self-reconciling nature, of the meter reading process. The self-reconciling process is more fully explained in the immediately following paragraph.

The “Cumulative Nature” of power meters is similar to the odometer in a car. They are not reset to zero after a reading is taken from them. The meter (when brand new) starts at, and displays, the number zero and that number increases as energy - measured in kilowatt-hours (kWh) - is delivered through it. It stops registering energy usage when no power is being delivered and resumes when power starts to be delivered again. When power starts again the meter does not return to zero but adds to the previous number indication. The displayed number increases proportional to the rate at which energy (kWh) is being delivered. It performs much like the odometer in a car which accumulates miles in proportion to how far one drives and at what speed, as well as how often, one starts and stops. If an error is made in reading a meter on one occasion, it will not affect the number displayed on a subsequent reading. If for example a reading of 1000 is reported as 100, the next time a reading is taken it will still

be something in excess of 1000 – so if a Customer was billed for 100 Kwh when it should have been 1000, the Customer gets a short term “break” on being billed for 900 Kwh that were actually consumed, however if the next reading taken is 1500, that Customer will be billed for 1400 Kwh at that time. The net is that the Customer has been billed for 1500 Kwh consumption over a two bill period even though there was a meter reading error. ($100 + 1400 = 1000 + 500$). The same effect occurs if the meter reading is estimated, or erroneously reported, either higher or lower than the fact.

Your dispute is a “consumption dispute”. A fundamental point I must make in such disputes is that **N.S.Power's responsibility is to deliver power to the metering point. They have no role or responsibility with respect to how that energy is consumed on the premise.** On-premise usage is a function of lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors well beyond N.S.Power’s ability to address or control (outside temperatures, faulty wiring, ground faults, theft of power). **Meter accuracy thus becomes the "acid test" in determining if appropriate usage is being billed.** The test to confirm meter accuracy is an “as found” meter accuracy test, performed by N.S.Power in their Measurement Canada accredited meter shop, followed by a meter test by Measurement Canada if the Customer wishes to have an independent meter test performed. N.S.Power tested your serving meter #2197146 for accuracy and found that it to e operating within prescribed accuracy limits.

Your seasonal consumption experience (example - Feb 2025 -5420 Kwh; Oct 2024 665Kwh illustrates that on-premise billed consumption is a function of on-premise lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors well beyond N.S.Power’s ability to address or control (outside temperatures, faulty wiring, ground faults, theft of power).

Final Written Decision: In the context of Board approved Regulations 5.1, 5.5, and the Electricity and Gas Inspection Act Regulations, N.S Power has appropriately billed the Customer for on-premise consumption at 125 Bells Point Rd (Account # [REDACTED]).

This Decision can be issued in conventional letter form, via regular mail, upon request.

You may appeal this decision to the Nova Scotia Energy Board (NSEB) if you wish; their contact information is: P.O. Box 1692, Unit M, Suite 300, 1601 Lower Water St. Halifax, N.S., B3J 2S3; Email - board@novascotia.ca ;Telephone - 902-424-1332 ,Toll Free in NS: 1-833-809-0040 ; Fax - 902-424-3919

You may wish to discuss your on-premise energy consumption with Efficiency

Nova Scotia.

Don Farmer, P. Eng.
Dispute Resolution Officer

PS

You may not accept the results of the N.S. Power meter test, as I have accepted them, and wish to have the meter tested by Measurement Canada per Board approved Regulation 6.7.

Regulation 5.5 of the Regulations that govern N.S. Power's operations, as approved by the N.S.U.A.R.B., stipulates that if a customer disputes the amount of electricity consumed from the meter, the following shall occur:

- a) Initiate a check on the meter reading to ensure the original reading was correct and advise the customer.
- b) If the customer is not satisfied, the Company shall do an "As found Meter Test" on the meter in the Company's Measurement Canada certified facility to verify the reading is within the allowed tolerances, and advise the customer of the results..
- c) If the customer is still not satisfied, the customer may request an independent meter test be performed by Industry Canada (Measurement Canada).

Steps (a) and (b), as well as a review of the matter by the DRO per Regulation 6.4, is hereby complete. Regulation 5.5 (c) indicates you may request the meter be tested by Measurement Canada. The N.S.U.A.R.B. may require you to complete the Measurement Canada test before considering or ruling on your appeal to this decision.

The local office of Measurement Canada can be reached by phone at 902-426-3831. If you elect to proceed to Measurement Canada, they will upon receipt of your request, formalize a written process of notification to both you and N.S. Power to arrange to retrieve the disputed meter from N.S. Power for an official test. NSPI Regulation 6.7 titled Dispute Test, indicates that upon notice from Measurement Canada, N.S. Power will arrange to ship the disputed meter to Measurement Canada for testing. When testing is complete, a written report on findings will be provided by Measurement Canada to both N.S. Power and you - their Customer. If the meter is found to be accurate, N.S. Power will charge you a fee as outlined in the N.S.A.U.A.R.B. approved Schedule of Charges Section 7.1. The current fee is \$46.00 for a satisfactory meter test result. If the meter is found to be outside the allowable limits, Measurement Canada will provide details as to the level of inaccuracy for required account adjustment. In

the latter case, the \$46.00 fee would not be charged.

From: Customer Relations <customerrelations@nspower.ca>
Sent: October 20, 2025 1:30 PM
To: 'nspdisputeresolution@gmail.com' <nspdisputeresolution@gmail.com>
Cc: [REDACTED] Customer Relations <customerrelations@nspower.ca>
Subject: RE: DRO 20 Oct re Beverley Burlock consumption dispute

Mr. Farmer,

The first attachment is a copy of the test results on the meter that previously serviced the subject premises, Meter #2197146.

The second attachment is a letter to the customer advising of the results of the meter test.

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

Teri

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Sent: October 20, 2025 9:46 AM
To: Customer Relations <customerrelations@nspower.ca>
Cc: [REDACTED]
Subject: DRO 20 Oct re Beverley Burlock consumption dispute

****Exercise Caution** - This is an external email from: nspdisputeresolution@gmail.com.
Beware of links or attachments from external sources. If you are unsure, click "Report Email"
to submit for review.**

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)
Telephone (902) 428-6202, Toll-free 1-877-428-6202
nspdisputeresolution@gmail.com

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N.S.Power Customer Relations

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The Customer indicates in the attached 8 Oct email that her meter "was changed" on 3 Oct. When can accuracy test results be expected ?

Don Farmer, P.Eng.
Dispute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>
Sent: September 5, 2025 11:26 AM
To: nspdisputeresolution@gmail.com
Cc: [REDACTED] Customer Relations <customerrelations@nspower.ca>
Subject: RE: 4 Sept email to the DRO from Beverley Burlock re problem power bills

Mr. Farmer,

Access for the DRO has been granted on subject account # [REDACTED]

The first attachment is a copy of the account ledger for the subject account.

The second attachment is a copy of the meter reads obtained for the subject account.

NS Power has ordered Meter #2197146 for removal and testing. Once complete, test results will be provided to both the DRO and the Customer.

NS Power will provide our position once the meter testing has been completed.

Teri

From: Beverley Burlock [REDACTED]
Sent: September 5, 2025 10:18 AM
To: Customer Relations <customerrelations@nspower.ca>
Subject: RE: 4 Sept email to the DRO from Beverley Burlock re problem power bills

****Exercise Caution - This is an external [REDACTED] Email****
[REDACTED] to submit for review.**

Yes I give my consent for my NS Power account to be released to the DRO.
BB

*Beverley Day Burlock
125 Bells Point Road
Port Mouton, NS, B0T 1T0*

From: Customer Relations <customerrelations@nspower.ca>
Sent: Friday, September 5, 2025 9:25 AM
To: 'nspdisputeresolution@gmail.com' <nspdisputeresolution@gmail.com>; [REDACTED]
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: RE: 4 Sept email to the DRO from Beverley Burlock re problem power bills

Mr. Farmer,

Access for the DRO has not been granted on the subject account.

Beverley, if you wish to provide consent to release your account information to the Dispute Resolution Officer (DRO), please reply to this email stating your permission.

Teri

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Sent: September 4, 2025 3:19 PM
To: [REDACTED] Customer Relations <customerrelations@nspower.ca>
Subject: 4 Sept email to the DRO from Beverley Burlock re problem power bills

****Exercise Caution** - This is an external email from: nspdisputeresolution@gmail.com.
Beware of links or attachments from external sources. If you are unsure, click "Report Email"
to submit for review.**

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)
Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744
nspdisputeresolution@gmail.com

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Beverley Burlock, N.S.Power Customer Relations

Beverley

In response to your following email, I will begin with my Role Statement as Dispute Resolution Officer (DRO) in matters of dispute between N.S.Power and their Customers : In response to your following email, I will begin with my Role Statement as Dispute Resolution Officer (DRO) in matters of dispute between N.S.Power and their Customers : **I am not an employee of Nova Scotia Power** or the Nova Scotia Energy Board. I am appointed by Nova Scotia Power to satisfy the Regulations of the Board with respect to dispute resolution. My role is to address, and hopefully resolve, disputes with Nova

Scotia Power that cannot be resolved through normal Customer channels. In my role I investigate N.S.Power's interpretation, and application, of Board approved Regulations. I do not have any jurisdiction over N.S.Power's day-to-day operations. My Decisions are binding on Nova Scotia Power but not on the Customer. Customers may appeal my Decisions (within 12 days of receipt of Final Written Decision) to the Board.

If you have not already done so, please contact N.S. Power by telephone at 1-800-428-6230 , and give them your consent, to release your account information, to me.

Please copy N.S.Power at the email address above on all future email to me. They will similarly copy you on their email to me related to this matter.

Your dispute is a "consumption dispute". A fundamental point I must make in such disputes is that **N.S.Power's responsibility is to deliver power to the metering point. They have no role or responsibility with respect to how that energy is consumed on the premise.** On-premise usage is a function of lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors well beyond N.S.Power's ability to address or control (outside temperatures, faulty wiring, ground faults, theft of power). **Meter accuracy thus becomes the "acid test" in determining if appropriate usage is being billed.** The test to confirm meter accuracy is an "as found" meter accuracy test, performed by N.S.Power in their Measurement Canada accredited meter shop, followed by a meter test by Measurement Canada if the Customer wishes to have an independent meter test performed

NSUARB approved Regulations 5.1, 5.5, 6.4, and 6.7 are relevant to this matter – copy attached for your information and review.

I will Instruct N.S.Power to test your serving meter for accuracy per Board approved Regulation 5.5 (copy attached) if your meter was actually read in August (versus estimated as it appears your June bill was).

N.S.Power

Please provide me with N.S.Power's position in the matter as well as copies of relevant account statements, meter reading information, and relevant computerized notes or notices.

If the serving meter was actually read in August, N.S.Power is hereby Instructed to test the serving meter related to 125 Bells Point Rd for accuracy and report test results to the Customer and the DRO.

If the meter reading for August billing purposes was estimated, when will it next be actually read and billed ?

Don Farmer, P.Eng.
Dispute Resolution Officer

From: Beverley Burlock [REDACTED]
Sent: September 4, 2025 11:02 AM
To: nspdisputeresolution@gmail.com; board@novascotia.ca
Cc: MLA <Kim.maslandmla@gmail.com>; NS Premier <PREMIER@novascotia.ca>
Subject: problem power bills

125 Bells Point Road
Port Mouton, NS, B0T 1T0
September 4, 2025

To Whom It May Concern:

Nova Scotia Power holds customers hostage.
They're a monopoly.
They own the meters, install, read and 'check' them.
The meters are no longer read 'in person' (a great profitable savings re employees),
are then read from afar. That system doesn't work so the numbers are estimated.
Then at intervals, are read in person again.
 'High' figures are questioned. Staff 'check' the meters and declare them OK.
We have no way of proving otherwise, no resources, nothing.
Then their system is seriously hacked, and we've no way of knowing exactly
what information was stolen, OR if that in any way might have affected billings.

Twice now, I've received questionable billings, the latest arriving the end of August 2025.
In the first place, it says it's for April 15 – Aug 14. I ALREADY had received a billing for
April to 15 – June 15!!! Furthermore, compare my use for those 4 months, 2024-2025.

2024		2025	
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April 16-Jun 17	1249	62 days	April 15-Jun 15	886	64 days
Jun 17-Aug 19	646	63 days	Jun 15-Aug 20?	1361	121, but really 57 days
	1895			2247	

(Jun 16-Aug 17 **2023** 857 62 days energy charges \$178.49)

April to June 2024 my energy charges were \$259.45

June to Aug 24 were \$152.70

April to June 2025 my energy charges were \$202.79

June to Aug 25 were \$290.96

That's almost double from Jun-Aug last year to this year.

Very interesting – Since I **still** live alone, wash clothes in cold water, use dryer minimally, don't have showers or wash hair daily, don't water lawns/gardens, all lights are LED, minimum lights are only on in rooms being used - generally 2.

AND this summer wasn't as hot as last year so fans ran far less

there's been little to no rain this year so sump pump hasn't run at all.

SOMETHING IS NOT RIGHT WITH MY LATEST BILL.

The first time a questionable bill arrived was the one for Dec 4-Feb25 – which has of course had an accumulating effect in subsequent billings because of the amount of 'credit' from regular monthly payments.

Dec-Feb 23 was 62 days energy used 4149 kwhperday 66.9 cost \$694.52

Dec-Feb 24 63 days energy used 4309 kwhperday 68.4 cost \$780.57

Dec-Feb 25 63 days energy used 5420 kwhperday 86.0 cost \$1,013.99

This was NOT as cold a winter as many, and definitely not as cold as 2023 when records were broken, not just for low temperatures but also for the duration of the cold period.

NEVER have I had such an astronomically high usage or billing as this winter.

Which, as I said, meant my accumulated credit for the following months has been greatly affected.

I should have made a complaint then, but regretfully, I didn't.

Now, I'm really upset.

I don't like being held hostage, feeling powerless.

I object to being held hostage, feeling powerless.

I STRONGLY OBJECT to these two bills, especially the latest.

Beverley Burlock

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