

December 3, 2025

PARTIALLY CONFIDENTIAL

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

Re: M12563 – DRO Appeal – Beverley Burlock

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated November 19, 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 Wednesday, December 3, 2025**. NS Power must also provide a copy of their response to the appellant, Ms. Beverley Burlock.

Ms. Burlock is appealing a decision by the Dispute Resolution Officer (DRO) dated October 20, 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 copies of Ms. Burlock's 2025 bills.

Please accept the following summary of activities and communications pertaining to the October 20, 2025, DRO decision being appealed by Ms. Burlock:

- September 4, 2025 – Ms. Burlock contacted the DRO to formally dispute two of her bills. This is referenced on pages 1 to 2 of 24 in the DRO file attached as **Confidential Attachment 1**.
- September 4, 2025 – The DRO responded to the customer and NS Power, outlined his role, and requested NS Power's position along with relevant account documentation. He further directed NS Power to test the meter servicing [REDACTED] for accuracy, report the results to both the customer and DRO, and confirm whether the August reading was actual or estimated, as well as advise when the next actual reading will occur. This is referenced on pages 3 to 4 of 24 in the

DRO file attached as **Confidential Attachment 1**.

- September 5, 2025 – NS Power confirmed that consent had been granted on the subject account ([REDACTED]) and provided copies of the account ledger and meter reads. NS Power advised that Meter [REDACTED] has been ordered for removal and testing, and once complete, test results would be provided to both the DRO and the customer. The Company indicated it would provide its position following completion of the meter testing. This is referenced on pages 6 to 10 of 24 in the DRO file attached as **Confidential Attachment 1**.
- October 8, 2025 – The customer emailed NS Power and the DRO advising that the meter had been changed on October 3 and that a new meter was installed. The customer stated that this winter was not as cold as prior years and expressed concern regarding unusually high consumption. The email included an electricity inventory detailing appliances, heating sources, and usage patterns throughout the home. This is referenced on pages 13 to 15 of 24 in the DRO file attached as **Confidential Attachment 1**.
- October 20, 2025 – The DRO emailed NS Power and requested confirmation of when meter test results could be expected. This is referenced on page 16 of 24 in the DRO file attached as **Confidential Attachment 1**.
- October 20, 2025 – NS Power emailed the DRO providing a copy of the test results for Meter #2197146. The email also included a copy of the letter sent to the customer advising of the meter test results (attached as **Confidential Attachment 3**). NS Power stated that it is the Company's position that the subject account has been billed appropriately. This is referenced on pages 17 to 18 of 24 in the DRO file attached as **Confidential Attachment 1**.
- October 20, 2025 – The DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

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 [REDACTED] (Account [REDACTED])

This is referenced on page 23 of 24 in the DRO file attached as **Confidential Attachment 1**.

- October 20, 2025 – The DRO advised the customer that she may request an independent test by Measurement Canada under Regulation 6.7. The correspondence outlined the process under Regulation 5.5, provided instructions

for contacting Measurement Canada, and noted that if the decision was not acceptable, the customer should appeal to the NSEB. The DRO also provided the Board's contact information. This is referenced on pages 23 to 24 of 24 in the DRO file attached as **Confidential Attachment 1**.

- October 23, 2025 – Ms. Burlock appealed the DRO's decision with the NSEB.

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

Ms. Burlock's bill for the period December 16, 2024, to February 17, 2025 reflected actual consumption of 5,420 kWh over 63 days, with total energy charges of \$1,013.99 inclusive of base charges and before taxes and rebates. This usage was based on an actual meter reading obtained on February 17, 2025. As noted in the foregoing, Meter #2197146 was tested in NS Power's Measurement Canada certified testing facility and confirmed on October 20, 2025, to be operating within prescribed accuracy limits. Although the option was presented to Ms. Burlock, she elected not to have the meter sent for further independent testing by Measurement Canada.

NS Power reiterates that its responsibility is to deliver electricity to the metering point; the Company has no role or responsibility with respect to how energy is consumed on the customer's premises. As noted by the DRO, 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 ability to address or control (for example, outside temperatures, including extreme or fluctuating temperatures, faulty wiring, ground faults, or theft of power).

Regarding Ms. Burlock's August 2025 bill, NS Power confirms that this bill reconciled the prior estimated June bill. On August 14, 2025, NS Power obtained an actual meter read at the property of 65,619 kWh. The previous actual read, taken on April 15, 2025, was 63,371.65 kWh, confirming total actual consumption of 2,247 kWh for the 121-day period between April 15, 2025, and August 14, 2025. The August bill reflected this actual usage and credited the full estimated charges from the June bill (886 kWh)¹. After applying this credit and accounting for base charges, taxes, and rebates, the account reflected a credit balance of \$99.82. This reconciliation was completed in accordance with Board-approved billing practices and demonstrates that any estimation variance was fully corrected once actual readings were obtained.

¹ The total energy charges from the June bill included estimated usage charges for 886 kWh (\$164.45) plus base charges of \$38.34, for a combined total of \$202.79. This full amount was credited back on the August bill.

December 3, 2025
L. Wallace

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. Burlock by email.

Yours truly,

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

Kathleen Murray
Regulatory Counsel

Encl.

c. Ms. Beverley Burlock

BEVERLEY BURLOCK

nspdisputeresolution@gmail.com

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

Meter Test Maybe

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.

*Nasty!**test?**Yes do -
Measure Canada*

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		
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.

*Dispute **

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

nspdisputeresolution@gmail.com

From: nspdisputeresolution@gmail.com
Sent: September 4, 2025 3:19 PM
To: [REDACTED]
Subject: 4 Sept email to the DRO from Beverley Burlock re problem power bills
Attachments: Regulation 5.1 Estimated Readings.pdf; Regulation 5.5 - Copy.pdf; Regulation 6.7 - Copy.pdf; Regulation 6.4.pdf

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

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

K. Conant

nspdissputeresolution@gmail.com

From: Customer Relations <customerrelations@nspower.ca>
Sent: September 5, 2025 9:25 AM
To: 'nspdissputeresolution@gmail.com'; [REDACTED]
Cc: Customer Relations
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: nspdissputeresolution@gmail.com <nspdissputeresolution@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: nspdissputeresolution@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

nspdissputeresolution@gmail.com

Beverley Burlock, N.S.Power Customer Relations

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meter t.b. tested

nspdisputeresolution@gmail.com

From: Customer Relations <customerrelations@nspower.ca>
Sent: September 5, 2025 11:26 AM
To: nspdisputeresolution@gmail.com
Cc: [REDACTED] Customer Relations
Subject: RE: 4 Sept email to the DRO from Beverley Burlock re problem power bills
Attachments: Beverley Burlock Ledger.PDF; Beverley Burlock Meter Reads.pdf; FW: problem power bills (25.8 KB)

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 [REDACTED] 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 email from: bburlock@eastlink.ca.
Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.****

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

Beverley Day Burlock
[REDACTED]

From: Customer Relations <customerrelations@nspower.ca>
Sent: Friday, September 5, 2025 9:25 AM
To: 'nspdisputeresolution@gmail.com' <nspdisputeresolution@gmail.com> [REDACTED]

2025/09/05 11:08 AM

Page 1

* * * NOVA SCOTIA POWER INC. * * *

Statement of Account / Customer / Premises

Acct. BEVERLEY C BURLOCK

Account #

Phone no. (902) 683-2677

125 BELLS POINT RD
PORT MOUTON, NS NS
B0T1T0

Bill Date	Type	Net kWh Billed	Demand	Energy Charge	All Taxes	Other	Payment	Balance
2025/08/20	Elec	1,361.00		493.75	3.71CR			99.82CR
2025/08/15	Elec						200.00CR	387.07CR
2025/07/17	Elec						200.00CR	187.07CR
2025/06/18	Elec	886.00		202.79	10.14			12.93
2025/06/16	Elec						200.00CR	200.00CR
2025/05/13	Elec						374.03CR	
2025/04/17	Elec	3,564.00		699.85	34.99		360.81CR	374.03
2025/03/24	Elec						476.16CR	
2025/02/19	Elec	5,420.00		1,013.99	50.70			476.16
2025/02/18	Elec						190.00CR	588.53CR
2025/01/17	Elec						190.00CR	398.53CR
2024/12/18	Elec	2,607.00		499.86	24.99		190.00CR	208.53CR
2024/11/19	Elec						190.00CR	543.38CR
2024/10/22	Elec	665.00		156.06	7.80			353.38CR
2024/10/17	Elec						190.00CR	517.24CR
2024/09/17	Elec						190.00CR	327.24CR
2024/08/21	Elec	646.00		152.70	7.64			137.24CR
2024/08/16	Elec						190.00CR	297.58CR
2024/07/16	Elec						190.00CR	107.58CR
2024/06/19	Elec	1,249.00		259.45	12.97			82.42
2024/06/18	Elec						190.00CR	190.00CR
2024/05/17	Elec						486.26CR	
2024/04/18	Elec	3,452.00		644.06	32.20			486.26
2024/04/16	Elec						190.00CR	190.00CR
2024/03/19	Elec						409.52CR	
2024/02/20	Elec	4,309.00		780.57	39.02			409.52
2024/01/16	Elec						190.00CR	220.07CR
2023/12/19	Elec						185.00CR	30.07CR
2023/12/18	Elec	2,809.00		497.72	24.89			154.93
2023/11/15	Elec						185.00CR	367.68CR
2023/10/20	Elec	858.00		178.66	8.93			182.68CR
2023/10/17	Elec						185.00CR	370.27CR
2023/09/19	Elec						185.00CR	185.27CR
2023/09/21	Adjustment					2.68CR		.27CR
2023/08/21	Elec	857.00		178.49	8.92			2.41
2023/08/16	Elec						185.00CR	185.00CR
2023/07/18	Elec						189.80CR	

Account Usage Info. kWh/kVa * - CIS1310 - *** NOVA SCOTIA POWER INC. ***

File Edit Functions Go Path Help

Path Account # Name BURLOCK, BEVERLEY C

Usage Info | Usage Hist Comp | Usage Hist Comp |

Premises # 231043 Bill Date 17

Meter # 2197146 Utility E Display Billed Usage ☒ Yes ☐ No

Bill Date	Utl	Meter #	Read Date	U/R	Reading	Actual Usage
2025/08/20	E	2197146	2025/08/14	B	65619.00	2247.00
2025/08/20	E	2197146	2025/06/18	U	64257.65	886.00
2025/06/18	E	2197146		U	.00	886.00
2025/04/17	E	2197146	2025/04/15	R	63371.65	3564.00
2025/02/19	E	2197146	2025/02/17	R	59807.77	5420.00
2024/12/18	E	2197146	2024/12/16	R	54388.13	2607.00
2024/10/22	E	2197146	2024/10/18	R	51781.26	665.00
2024/08/21	E	2197146	2024/08/19	R	51115.94	646.00
2024/06/19	E	2197146	2024/06/17	R	50469.60	1249.00
2024/04/18	E	2197146	2024/04/16	R	49220.35	3452.00
2024/02/20	E	2197146	2024/02/15	R	45768.22	4309.00
2023/12/18	E	2197146	2023/12/14	R	41459.70	2809.00

Refresh Select

OK Cancel

Account Usage Info. kWh/kVa * - CIS1310 - *** NOVA SCOTIA POWER INC. ***

File Edit Functions Go Path Help

Path [] Account # [] Name BURLOCK, BEVERLEY C

Usage Info | Usage Hist Comp | Usage Hist Comp |

Premises # 231043 Bill Date [17]

Meter # 2197146 Utility [E] Display Billed Usage ☒ Yes ☐ No

Bill Date	Utl	Meter #	Read Date	U/R	Reading	Actual Usage
2023/10/20	E	2197146	2023/10/18	R	38650.96	858.00
2023/08/21	E	2197146	2023/08/17	R	37793.41	857.00
2023/06/20	E	2197146	2023/06/16	R	36936.10	1769.00
2023/04/20	E	2197146	2023/04/18	R	35167.54	3600.00
2023/02/17	E	2197146	2023/02/15	R	31567.56	4149.00
2022/12/19	E	2197146	2022/12/15	R	27418.46	2335.00
2022/10/20	E	2197146	2022/10/18	R	25083.62	960.00
2022/08/19	E	2197146	2022/08/17	R	24123.59	795.00
2022/06/20	E	2197146	2022/06/16	R	23328.11	1385.00
2022/04/20	E	2197146	2022/04/14	R	21943.13	3154.00
2022/02/17	E	2197146	2022/02/15	R	18789.56	4735.00
2021/12/17	E	2197146	2021/12/13	R	14055.00	2162.00

Refresh Select

OK Cancel

Account Usage Info. kWh/kVa * - CIS1310 - *** NOVA SCOTIA POWER INC. ***

File Edit Functions Go Path Help

Path [] Account # [] Name BURLOCK, BEVERLEY C

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Meter # 2197146 Utility E Display Billed Usage ☒ Yes ☐ No

Bill Date	Utl	Meter #	Read Date	U/R	Reading	Actual Usage
2021/10/20	E	2197146	2021/10/14	R	11893.00	887.00
2021/08/20	E	2197146	2021/08/16	R	11006.00	797.00
2021/06/18	E	2197146	2021/06/16	R	10209.00	1585.00
2021/04/21	E	2197146	2021/04/15	R	8624.00	3859.00
2021/02/17	E	2197146	2021/02/12	R	4765.00	3793.00
2020/12/18	E	2197146	2020/12/14	R	972.00	972.00

Refresh Select

OK Cancel

nspdisputeresolution@gmail.com

From: Beverley Burlock [REDACTED]
Sent: September 5, 2025 10:27 AM
To: Customer Relations
Subject: FW: problem power bills

****Exercise Caution - This is an external email from [REDACTED]
Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.****

As per a request from DRO, I forward below
the copy of my email sent yesterday
regarding my complaints re two NSPower billings
and the inordinate amount of power I'm supposed to have consumed.
BB

Beverley Dan Burlock
[REDACTED]

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

[REDACTED]
September 4, 2025

To Whom It May Concern:

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They're a monopoly.
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are then read from afar. That system doesn't work so the numbers are estimated.
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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.

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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

Attachment

BB 8 Oct

nspdisputeresolution@gmail.com

From: Beverley Burlock - [REDACTED]
 Sent: October 8, 2025 11:10 AM
 To: customerrelations@nspower.ca; nspdisputeresolution@gmail.com
 Subject: Electric consumption inventory
 Attachments: Electricity Inventory.docx

Test Done +

On Power
How long

To advise you my meter was changed October 3.

Dan (the man) who picked it up and installed a new one,
 looked over my bills for the period from Dec-Aug, from 2023.

He seemed to think the 'problem' began with my

Dec-Feb 2025 bill 63 days energy used 5420 kwhperday 86.0

As I said in my complaint letter

*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.

Not even in 2023 when NS broke records for the longest period of record low temperatures,
 AND my pipes froze. In no other winter was my consumption 86!

Therefore

I have gone through my house and noted all electrical 'appliances'

and noted their use (or not) and the general time line.

I copy it below in case you can't access the attachment.

Hopefully this will help with my serious concern re my billing/consumption this year.

BB

Electricity Inventory

ALL lights are now LED. Besides baseboard heating, there's a pellet stove in the main room which
 consistently takes around 60 bags per winter. There's also passive sun heat from windows on back & front
 of house.

Front door screen porch – outside light: never used unless I'm out in
 the evening

Kitchen: Electric baseboard set at 10, during cooler days raised to 15
 from 8:30am to 11pm. Ceiling light rarely on, ceiling fan on
 periodically during hot summer days, 2 ceiling pot lights on when
 darkness requires them, over-stove light on when using stove
 elements (not daily). Only stove elements used, not daily and
 rarely more than one at a time. Oven used once a year to cook
 turkey. Electric kettle used every 2 days or so, otherwise unplugged.
 Coffee maker used every 3 days, otherwise unplugged. Dishwasher
 never used. Toaster oven used mornings for toast, sometimes lunch
 for toasted sandwich, periodically used to cook something, usually

30 minutes to 'bake' something, rarely longer. Microwave used daily for brief reheating of beverages, food items, defrosting. Very new refrigerator.

Back Hall – New small freezer, washing machine with cold water used every 7-10 days, drier used every 7-10 days for only 15-20 minutes. Clutch of 3 overhead lights on when darkness requires. Wall heater never used.

Down Bath – I live alone so door not often shut and only 1 of 4 over-sink lights on when darkness requires, like evening bedtime teeth etc. and bath once a week (no showers) Wall heater on during bath time during colder weather, approximately 45 minutes.

Basement – light on 24/7, changed to poultry type heat light during Dec – April to keep pipes from freezing. Well plump.

Main Room – Two electric baseboards set at 10, during cooler days raised to 15 from 8:30am to 11pm. (The baseboards in here and in kitchen are not raised to 15 if I'm out or away) Wood pellet stove (cleaned annually) main source of heat, used cool evenings from mid Oct or so, then when colder daily from 8:30am - to 11pm until April when revert to evenings. NEVER on overnight. One or 2 lamps on when darkness requires.

Small radio/CD player rarely on. Computer on basically only from 9am – 12noon. And briefly but rarely in afternoon or evenings.

Printer perhaps once a month. Floor fan on hotter summer days.

TV/DVD player used daily for 1 hour over lunch, 8 -11 daily.

Front Hall & Living room – 2 baseboard electric heaters permanently set at 10. Hall ceiling light never used. Small bulb in small lamp on timer daily, adjusted to daylight until midnight. Electric fireplace never used. Outside front door light on daily from 11pm – 8:30am for neighbour safety check.

The door between this hall and the Main room is shut except for a 2 inch gap from Nov-April, basically keeping the heat in the kitchen and Main room, but allowing some to rise to the upper bath and my bedroom.

Upstairs Hall – ceiling light never used (small battery motion censor light)

Bath room – Baseboard heater never on. Only 2 of 4 lights over sink on when room used, like daily morning washups. Plugged in night-light is darkness regulated.

Two Upstairs bedrooms – are empty, doors closed, baseboard heaters permanently set at 10

My bedroom - Baseboard heater permanently set at 10. Two ceiling lights very rarely used. (small battery touch light) Ceiling fan used for a couple hours on hot nights, sometimes from 11pm -8am. Floor fan on 1 hour timer also used some hot nights. (small TV unconnected/unused) Small radio/CD player used daily evenings on 1 hour timer and mornings for about 45 minutes. Electric

mattress cover used on cold nights to 'heat up bed' on 1 hour timer, to bolster comforter use.

DRC When Test Results

nspdissputeresolution@gmail.com

From: nspdissputeresolution@gmail.com
Sent: October 20, 2025 9:46 AM
To: 'Customer Relations'
Cc: [REDACTED]
Subject: DRO 20 Oct re Beverley Burlock consumption dispute
Attachments: Beverley Burlock Ledger.PDF; Beverley Burlock Meter Reads.pdf; FW: problem power bills (25.8 KB); Electric consumption inventory

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

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

nspdissputeresolution@gmail.com

N.S.Power Customer Relations

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: nspdissputeresolution@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 # [REDACTED] 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.

nspdisputeresolution@gmail.com

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

Mr. Farmer,

The first attachment is a copy of the test results on the meter that previously serviced the subject premises, Meter [REDACTED]

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

N.S.Power Customer Relations

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

Test OK

Comments Screen Inquiry Mode - -

File Edit Functions Help

Comments Screen Inquiry Mode |

Equip Type Equip ID

Date Op Code

HISTORY RECORD ADDED METER TESTED OK

OK Cancel

Summary

BEVERLEY BURLOCK



- You indicate that "Cap" "
- Reg bill \$178.49
- You have done, wash clothes in cold water, use
detergent minimally, don't wash daily, all
lights LED etc
- Reg bill 1361 Kwh.
- Highest bill 5420 Kwh April 2022
rec'd
- Jan bill extended. 20 kg bill bend as
sected accordingly extends error.
- Computer + Est - - -
- Included photo Tech #2197146
Tech 015
- Photo #

nspdissputeresolution@gmail.com

From: Beverley Burlock [REDACTED]
Sent: October 20, 2025 1:55 PM
To: nspdissputeresolution@gmail.com
Cc: Maryna.Nakhatovych@novascotia.ca
Subject: FW: DRO 20 Oct re Beverley Burlock consumption dispute

From: Beverley Burlock [REDACTED]
Sent: Monday, October 20, 2025 1:50 PM
To: 'Customer Relations' <customerrelations@nspower.ca>
Cc: 'nspdissputeresolution@gmail.com'
Subject: RE: DRO 20 Oct re Beverley Burlock consumption dispute

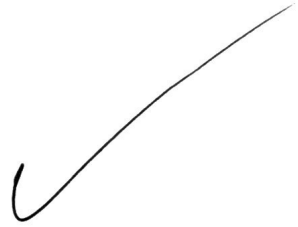
- 1) I never received a copy of the letter – mail strike?
- 2) so, I can't really comment specifically
- 3) but I dispute that the December bill was 'accurate'

As I've said, I've NEVER has use at 1000+, not even in our recording breaking cold temperatures and endurance of 2023.

It isn't in line with ANY of my previous readings.

But of course, I fully expected they'd say all was well and the meter change and 'investigation' was just a patronizing farce.

Meanwhile they ask for further price hikes while shareholders are doing just great -probably got an increase.



If I had any option, I would now be changing company.

But I *have* no choice.

Is it any wonder people are losing faith/trust in the institutions and any recourse for justice?

BB

From: Customer Relations <customerrelations@nspower.ca>
Sent: Monday, October 20, 2025 1:30 PM
To: 'nspdissputeresolution@gmail.com' <nspdissputeresolution@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 [REDACTED]

nspdisputeresolution@gmail.com

From: nspdisputeresolution@gmail.com
Sent: October 20, 2025 2:24 PM
To: [REDACTED]
Cc: 'Customer Relations'
Subject: DRO Final Written Decision re Beverley Burlock consumption dispute
Attachments: Beverley Burlock Meter Test Results.pdf; Beverley Burlock Meter Test results letter .pdf; NEW Electricity and Gas Inspection Act Regulations.pdf; Regulation 5.5 - Copy.pdf; Regulation 6.4 - Copy.pdf; Regulation 6.7 - Copy.pdf; Regulation 5.1 Estimated Readings.pdf

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 [REDACTED] for accuracy; and that test results indicate that meter [REDACTED] 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 off 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 # [REDACTED] 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 (Accoun [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 verifythe 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 [REDACTED]

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



Nova Scotia Power Inc.
 PO Box 848, Halifax Nova Scotia B3J 2V7
 Any questions? Please call us at 1-800-428-6230
 Weekdays 8am-6pm
www.nspower.ca

1

Web Access

Account Number [REDACTED] Amount due Mar 21 **\$476.16**

BEVERLEY C BURLOCK
 Service address

Domestic

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2197146	03B	63	59807.77	54388.13	1	5420

Your meter was read on Feb 17, 2025

Billing date Feb 19 Includes payments received by Feb 19

Amount owing from last bill	-208.53
Payment received Jan 17 - Thank you	-190.00
Payment received Feb 18 - Thank you	-190.00
Balance owing after last payment	-\$588.53

Energy charges:

Base Charge \$19.17/month	9.13
Base Charge \$19.17/month	29.21
Energy @ \$0.17703/kWh	228.37
Energy @ \$0.18094/kWh	747.28

Total energy charges **1,013.99**

Other charges

Tax: HST (11931 4938 RT)	152.10
Provincial Rebate	-101.40

Total other charges **50.70**

Total amount due **\$476.16**

Amount due Mar 21, 2025 **\$476.16**

Interest on overdue amounts is calculated at 1.5 % per month or part thereof (19.56%) per annum).

*Rates changed
 Jan 1, 2025
 visit nspower.ca/rates*

Your average cost of electricity during this period was \$16.10 per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Feb 25	5420	63	86.0
Dec 24	2607	59	44.2
Oct 24	665	60	11.1
Aug 24	646	63	10.3
Jun 24	1249	62	20.1
Apr 24	3452	61	56.6
Feb 24	4309	63	68.4



Nova Scotia Power Inc.
 PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number [REDACTED] Amount due Mar 21 **\$476.16**

Enter payment amount

For Electronic Payments Only



Nova Scotia Power Inc.
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Any questions? Please call us at 1-800-428-6230
Weekdays 8am-6pm
www.nspower.ca

1

Web Access #

Account Number [REDACTED] Amount due May 20 **\$374.03**

BEVERLEY C BURLOCK
Service address

Domestic

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2197146	03B	57	63371.65	59807.77	1	3564

Your meter was read on Apr 15, 2025

Billing date Apr 17 Includes payments received by Apr 17

Amount owing from last bill	476.16
Payment received Mar 24 - Thank you	- 476.16
Payment received Apr 17 - Thank you	- 190.00
Payment received Apr 17 - Thank you	- 170.81
Balance owing after last payment	- \$360.81

Energy charges:

Base Charge \$19.17/month	38.34
Energy 3564 kWh x \$0.18561	<u>661.51</u>

Total energy charges **699.85**

Other charges

Tax: HST (11931 4938 RT)	97.98
Provincial Rebate	<u>- 62.99</u>

Total other charges **34.99**

Total amount due **\$374.03**

Amount due May 20, 2025 **\$374.03**

Interest on overdue amounts is calculated at 1.5 % per month or part thereof (19.56%) per annum).

Rates have changed in 2025 visit nspower.ca/rates

Your average cost of electricity during this period was **\$12.28** per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Apr 25	3564	57	62.5
Feb 25	5420	63	86.0
Dec 24	2607	59	44.2
Oct 24	665	60	11.1
Aug 24	646	63	10.3
Jun 24	1249	62	20.1
Apr 24	3452	61	56.6



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number [REDACTED] Amount due May 20 **\$374.03**

Enter payment amount

For Electronic Payments Only



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www.nspower.ca

1

Web Access #

*Cyber incident
 update:
 visit nspower.ca*

Account Number [REDACTED] Amount due Jul 28 **\$12.93**

BEVERLEY C BURLOCK
 Service address

Domestic

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2197146	03B	64	64257.65	63371.65	1	886

Your bill was estimated for this period

Billing date Jun 18 Includes payments received by Jun 18

Amount owing from last bill	374.03
Payment received May 13 - Thank you	- 374.03
Payment received Jun 16 - Thank you	- 200.00
Balance owing after last payment	- \$200.00

Energy charges:

Base Charge \$19.17/month	38.34	
Energy 886 kWh x \$0.18561	164.45	
Total energy charges		202.79

Other charges

Tax: HST (11931 4938 RT)	28.39	
Provincial Rebate	- 18.25	
Total other charges		10.14

Total amount due **\$12.93**

Amount due Jul 28, 2025 **\$12.93**

Interest on overdue amounts is calculated at 1.5 % per month
 or part thereof (19.56%) per annum).

**Your average cost of
 electricity during this
 period was \$3.17
 per day before taxes.**

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Jun 25	886	64	13.8
Apr 25	3564	57	62.5
Feb 25	5420	63	86.0
Dec 24	2607	59	44.2
Oct 24	665	60	11.1
Aug 24	646	63	10.3
Jun 24	1249	62	20.1



Nova Scotia Power Inc.
 PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number [REDACTED] Amount due Jul 28 **\$12.93**

Enter payment amount

**For Electronic
 Payments Only**



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1

Web Access #

*Billing process
update:
nspower.ca/billing*

Account Number [REDACTED] Credit Balance **-\$99.82**

BEVERLEY C BURLOCK
Service address

Domestic

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2197146	03B	121	65619.00	63371.65	1	2247
2197146	03B	64	64257.65	63371.65	1	886-

Your meter was read on Aug 14, 2025

Billing date Aug 20 Includes payments received by Aug 20

Amount owing from last bill	12.93
Payment received Jul 17 - Thank you	- 200.00
Payment received Aug 15 - Thank you	- 200.00
Balance owing after last payment	-\$387.07

Energy charges:

Base Charge \$19.17/month	76.68
Energy 2247 kWh x \$0.18561	417.07
Energy 886 kWh	- 202.79

Total energy charges **290.96**

Other charges

Tax: HST (11931 4938 RT)	40.73
Provincial Rebate	- 44.44
Total other charges	- 3.71

Total amount due **-\$99.82**

Amount due Sep 19, 2025 **-\$99.82**

Credit balance - Please do not pay.

Interest on overdue amounts is calculated at 1.5 % per month
or part thereof (19.56%) per annum).

**Your average cost of
electricity during this
period was \$2.40
per day before taxes.**

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Aug 25	1361	121	11.2
Jun 25	886	64	13.8
Apr 25	3564	57	62.5
Feb 25	5420	63	86.0
Dec 24	2607	59	44.2
Oct 24	665	60	11.1
Aug 24	646	63	10.3



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number [REDACTED] Credit Balance **-\$99.82**

**For Electronic
Payments Only**



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1

Web Access

Account Number [REDACTED] Credit Balance **-\$373.12**

BEVERLEY C BURLOCK
 Service address

Domestic

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2197146	03B	50	66097.00	65619.00	1	478

Your meter was read on Oct 03, 2025

Billing date Oct 22 Includes payments received by Oct 22

Amount owing from last bill **-99.82**
 Payment received Sep 17 - Thank you **-200.00**
 Payment received Oct 17 - Thank you **-200.00**
Balance owing after last payment - \$499.82

Energy charges:

Base Charge \$19.17/month **31.95**
 Energy 478 kWh x \$0.18561 **88.72**

Total energy charges 120.67

Other charges

Tax: HST (11931 4938 RT) **16.89**
 Provincial Rebate **-10.86**

Total other charges 6.03

Total amount due - \$373.12

Amount due Nov 21, 2025 - \$373.12

Credit balance - Please do not pay.

Interest on overdue amounts is calculated at 1.5 % per month
 or part thereof (19.56% per annum).

*Billing process
 update:
nspower.ca/billing*

Your average cost of
 electricity during this
 period was \$2.41
 per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Oct 25	478	50	9.6
Aug 25	1361	121	11.2
Jun 25	886	64	13.8
Apr 25	3564	57	62.5
Feb 25	5420	63	86.0
Dec 24	2607	59	44.2
Oct 24	665	60	11.1



Nova Scotia Power Inc.
 PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number [REDACTED] Credit Balance **-\$373.12**

**For Electronic
 Payments Only**



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

October 20, 2025

Beverley Burlock

[REDACTED]
[REDACTED]
[REDACTED]

Dear Beverley Burlock,

Re: Account No. [REDACTED]

Meter No. 2197146

We are writing to confirm the results of your recent meter test. This test was conducted following your inquiry about electrical usage at your premises. Per our meter test process, NS Power requested your meter (noted above) be tested in NS Power's accredited (approved by Measurement Canada) testing facility.

Your meter has now been tested and the results indicate this meter is operating within prescribed accuracy limits.

Should you wish to further pursue this matter, you have the option to request a meter test by Measurement Canada within 6 months of the date of this letter. Please note, the current fee is \$46.00 for this additional testing.

The local office for Measurement Canada can be reached at 902-426-2525. Upon receipt of your request, they will formalize a written process of notification to both you and NS Power to obtain this meter for an official test. If the meter is found to be outside the allowable limits, Measurement Canada will provide details as to the level of inaccuracy for an account adjustment. Should this occur, the \$46.00 fee would be credited to your electrical account (noted above).

Should you wish to discuss this matter further, please do not hesitate to contact one of our Customer Care representatives by calling 1-800-428-6230 or emailing home@nspower.ca. Our representatives can also suggest tips to help reduce your energy usage or offer programs such as our Equal Billing program that make it easier to budget for your electricity bill throughout the year through equal monthly payments.

Yours truly,

Teri