

FYI

----- Forwarded message -----

From: <nspdisputeresolution@gmail.com>

Date: Tue, Dec 9, 2025 at 10:47 AM

Subject: DRO Post Decision re : DRO Final Written Decision re Swati Patel Billing Dispute

To: <[s\[REDACTED\]](#)>

CC: <customerrelations@nspower.ca>

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

Swati Patel

Once I issue a Decision in a matter, I withdraw from it. The Customers options then become: (1) Appeal the Decision to the NSUARB and (2) Work with N.S.Power to implement the Decision.

If the Decision is not acceptable to you, you should appeal it to the NSEB.

You may appeal this decision to the Nova Scotia Energy Board (NSEB); 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

Don Farmer, P.Eng..

Dispute Resolution Officer

From: swati nena [REDACTED]
Sent: December 8, 2025 8:55 PM
To: nspdisputeresolution@gmail.com
Cc: customerrelations@nspower.ca
Subject: Re: DRO Final Written Decision re Swati Patel Billing Dispute

Dear Mr. Farmer,

Thank you for issuing the Final Written Decision. I have reviewed the document carefully. I still have serious concerns regarding the accuracy of the reconciliation and the transparency of the calculations applied to my account.

Several issues appear unresolved. NS Power did not provide a detailed breakdown of how the final amount was calculated, did not explain the extreme variations in kWh usage shown in the meter history, and did not demonstrate that the estimated readings used during the system outage met the due diligence requirements under Regulation 5.1.

Given these gaps, I would appreciate your guidance on what my options are at this stage. I understand that I may appeal to the Nova Scotia Energy and Regulatory Boards Tribunal within the allowed time period, but before doing so, I would like to confirm whether there are any additional steps or alternative channels you recommend for review or relief.

I remain committed to resolving this matter in a fair and accurate manner. Your confirmation of the next available paths forward will be helpful.

Thank you for your time.

Sincerely,

Swati Patel

On Mon, Dec 8, 2025 at 3:07 PM <nspdisputeresolution@gmail.com> wrote:

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

Swati Patel

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

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.

Your Dispute in summary is: that you have service from N.S.Power at [REDACTED] (Account # [REDACTED]); that you dispute "significant and unexplained increase in my electricity bill; that you indicates that March - Nov 2025 bills were "significantly higher than my normal historical usage and costs, including my most recent bill"; that N.S.Powers position was "when we are able to retrieve the current read from the meter the bill will be adjusted to reflect actual usage"; that bills for Sept and Nov were based on estimated meter readings; that your July bill was based on an actual meter reading (and reconciled a previous May bill based on an estimated meter reading); that you submitted a picture of your actual meter reading on 1 Dec; that N.S.Power generated the attached updated invoice on 5 Dec (outstanding \$61.55 due 5 Jan 2026); that your 5 month July to mid 1 Dec billed usage based on actual readings minus previous estimated

usage; that the daily usage table on the 1 Dec 25 invoice shows calculated average daily Kwh average usage over the several billing periods; your Jan 2025 average daily usage was 72.4Kwh; your July 2025 average daily usage was 37.4 Kwh; your 1 Dec 2025 bill daily average is 20.8 Kwh (suggesting 2025 estimated usage for July and Sept were high); and that your 1 Dec bill fully reconciles any previous estimation error.

Specific bills can be other than expected if they are based on estimated – as opposed to actual – meter readings. 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.

NSUARB approved Regulations relevant to this matter are 5.1 and 6.4 – copy attached.

Your 5 month July to 1 Dec 2025 billed usage was based on actual readings minus previously estimated usage. The daily usage table on the 1 Dec 25 invoice shows calculated average daily Kwh average usage over the several billing periods - your Jan 2025 actual average daily usage was 72.4Kwh; your July 2025 estimated average daily usage calculates to be 37.4 Kwh; and your 1 Dec 2025 bill actual average daily average is 20.8 Kwh (suggesting 2025 estimated usage for July and Sept were high). Your 1 Dec 2025 bill fully reconciled any previous estimation error.

Final Written DRO Decision: In the context of Board approved Regulation 5.1, N.S.Power has appropriately billed the Customer for service to [REDACTED]
[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 ask your landlord to confirm that there are no other areas (halls, common areas , etc.) served via your meter. She/he may have to have an electrician review the matter to absolutely confirm that point – however, you could also throw you main switch to OFF and check to see if other areas of the building are impacted.

You may also wish to discuss your energy consumption with Efficiency Nova Scotia.

Don Farmer, P.Eng.

Dispute Resolution Officer