

On Sat, Dec 13, 2025 at 12:08 PM <nspdisputeresolution@gmail.com> wrote:

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

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Michael Mc Mahon

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] [REDACTED] that you indicate that a second meter has sporadically been included in your billing; that N.S.Power indicate that they have only one meter based billing account for the premise; that [REDACTED] served the premise from 2015 to 2020; that meter # [REDACTED] was removed on 20 Jan 2020; that smart meter # [REDACTED] was installed on 20 Jan 2020; that N.S.Power indicate that the only bill with reference to two meters was March 2020 (first billing after meter change); that the attached meter read record records the 20 Jan 2020 meter change; that you indicate (following 4 Dec email) "here is an image showing that 492 days of service were charged over the span of 1 year (365 days). Also...here is an image showing non-sequential meter readings (assuming two meters) on two occasions in your records from your communications"; that per the meter read record, meter [REDACTED] was read on 10 July and 10 Nov 2025; that the meter reading in Sept was estimated for billing purposes; that per the read report, the estimated July to Sept usage was subtracted from the actual July to Nov usage to reconcile your billing; that N.S.Power indicates "The customer was charged \$38.34 base charge and \$1.86 Energy charge for a total of \$40.20 and the following month the customer was provided a credit of \$40.20. The second example shows the customer was billed \$38.34 base charge and \$0.74 Energy charge for a total of \$39.08 and the following month was provided credit of \$39.08."; you

indicate “the bill presentation is inaccurate as stated by NS Power and includes mixed transactions not respecting GAAP. I am not contesting billing amounts, we are concerned with misleading information”; that “NS Power follows United States Generally Accepted Accounting Principles (“US GAAP” or “GAAP”) for the preparation and presentation of its financial statements. GAAP governs the preparation of financial statements and does not apply to the format or presentation of customer bills”; that in my role I investigate N.S.Power’s compliance with Board approved Regulations; that there are no Board approved Regulations that relate to bill presentation/format; and that I indicated my view to you that you have been appropriately billed.

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

Final Written DRO Decision: In the context of Board approved Regulation 5.1, N.S.Power has appropriately billed the Customer for service to 5 [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

Don Farmer,
P.Eng.

Dispute Resolution Officer