

March 10, 2026

PARTIALLY CONFIDENTIAL

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

Re: M12714 – DRO Appeal – Jessica Pelley

Dear Ms. Wallace:

On February 19, 2026 Jessica Pelley contacted the Nova Scotia Energy Board (NSEB, Board) stating she wished to appeal a decision of the Dispute Resolution Officer (DRO) regarding her estimated billing from June to December 2025 and the issuance of a true-up bill.

In the Nova Scotia Energy Board's (Board, NSEB) letter dated February 24, 2026 the Board directed as follows:

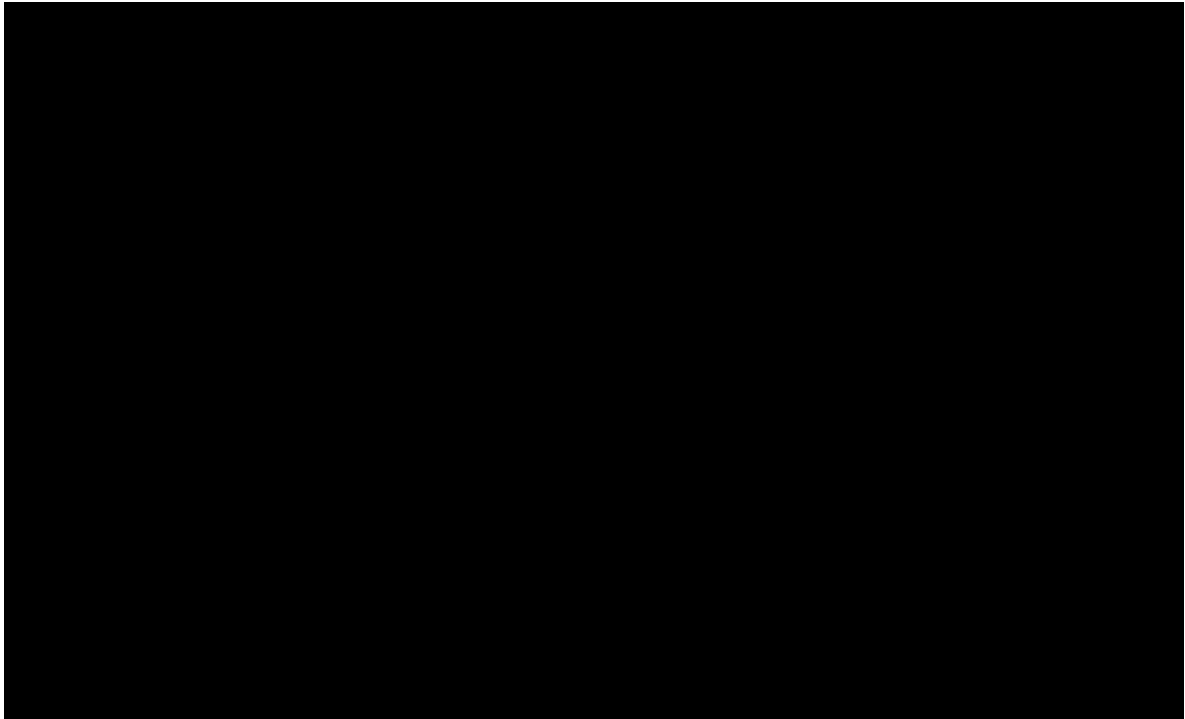
By copy of this letter, the Board directs Nova Scotia Power Inc. (NS Power, the Company) to file a response with the Board to the enclosed appeal on or before **2:00 PM on Tuesday March 10, 2026**, and to provide a copy of the complete file reviewed by the DRO in reaching its decision, including any supporting information and comments NS Power wishes the Board to consider. NS Power must also provide a copy of their response to [Jessica Pelley].

Jessica Pelley is appealing a decision by the Dispute Resolution Officer (DRO) dated February 18, 2026. 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 the relevant customer account and communication notes from NS Power's CIS database.

Please accept the following summary of activities and communications pertaining to the February 18, 2026 DRO decision being appealed by Jessica Pelley:

- Ms. Pelley receives electric service at her residence in [REDACTED], NS. She opened the account in July 2024. The table below sets out the summary of Ms.

Pelley's NS Power invoices from February 2025 to February 2026. The table reflects the statement of account appended to the end of **Confidential Attachment 1**.



*Ms. Pelley received credit for 900 kWh on her October 2025 bill which reflected the kWh charged on the June and August invoices ($408 + 492 = 900$). Ms. Pelley's bill was then adjusted to 578 kWh for that estimated billing period.

Copies of these Invoices are included in **Confidential Attachment 1**.

- Ms. Pelley contacted NS Power by phone on February 11, 2026 and expressed concerns about her bill, the estimated usage, and NS Power's cyber incident. This is referenced on pages 1-2 of 5 in the CIS notes contained in **Confidential Attachment 2**. Ms. Pelley asked to speak to a manager, and was contacted by a manager on February 12, 2026. During the phone call on February 12, the manager advised that the previous bills had been based on estimates since the last actual read and Ms. Pelley was offered a monthly zero-interest payment plan to pay off the balance (pages 3-4 of 5 in **Confidential Attachment 2**). On February 17, 2026 Ms. Pelley contacted the Dispute Resolution Officer (DRO) about her concern, and the DRO rendered his decision on February 19, 2026, concluding that NS Power appropriately billed the customer. That is referenced on page 5 of 5 in **Confidential Attachment 2**.
- February 12, 2026 - Ms. Pelley contacted the DRO to formally dispute her bill and confirmed her consent to release her personal information. This is

referenced on page 2 of 18 in the DRO file attached as **Confidential Attachment 3**. In her complaint, Ms. Pelley noted that the outstanding balance of \$1,1679.01 was the result of accumulated estimated readings rather than an increase in usage.

- February 13, 2026 – The DRO responded to the customer and NS Power. He summarized his role and asked NS Power to provide its position in the matter as well as relevant account documentation. This is referenced on pages 1 and 4 of 18 in the DRO file attached as **Confidential Attachment 3**.
- In her communication with the DRO, Ms. Pelley advised that she disagrees that she is responsible for payment of the full outstanding balance and that she made reasonable efforts to address the issue directly with NS Power and followed all avenues available to her. Ms. Pelley asked for a formal review of her account and a reassessment of the charges as she believed the billing outcome was unfair given the circumstances. This is referenced on page 3 of 18 of **Confidential Attachment 3**.
- February 17, 2026 – NS Power provided its position to DRO and attached the account ledger and the meter reads for Ms. Pelley's account. NS Power made the following comments:

We are continuing to work on restoring all regular services to our customers following the cyber incident. Meters are now being reconnected to our billing system. Completing this process will take time. As meters are reconnected, more customers will receive a bill based on actual usage. Customers [sic] bills will continue to indicate whether it is estimated or has been read. If the bill is based on an actual meter read, this may have been done either physically by a meter reader or remotely.

Our customers will never pay for power they do not use. Any difference between estimated and actual usage will be addressed and accurately reflected in a future bill. The February 2026 bill was the reconciliation bill.

We are not applying late charges or penalties on any outstanding balance, and we will communicate with customers before reintroducing any late fees on unpaid amounts.

It is NS Power's position that the customer has been billed appropriately. We are here to help. If the customer requires a payment plan on the balance, our Customer Care team is

available at 1-800-428-6230. They can offer flexible, interest free payment plans like Equal Billing.

NS Power attached the account ledger and meter reads for the subject account [REDACTED]. This is referenced on page 6 of 18 in the DRO file attached as **Confidential Attachment 3**.

- February 18, 2026 – The DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

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 now 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 100, 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.

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

This is referenced on pages 10 to 11 of 18 in the DRO file attached as **Confidential Attachment 3**.

- February 19, 2026 – Ms. Pelley appealed the DRO's decision with the NSEB.

NS Power agrees with the DRO's decision that Ms. Pelley was billed appropriately for her usage. In fact, Ms. Pelley has not been billed for the 900 kWh for which she received credit in October 2025.

With respect to Ms. Pelley's concerns about the cyber event and its impact, NS Power notes that this is the subject of two separate NSEB proceedings (M12500 and M12273).

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 Jessica Pelley by e-mail.

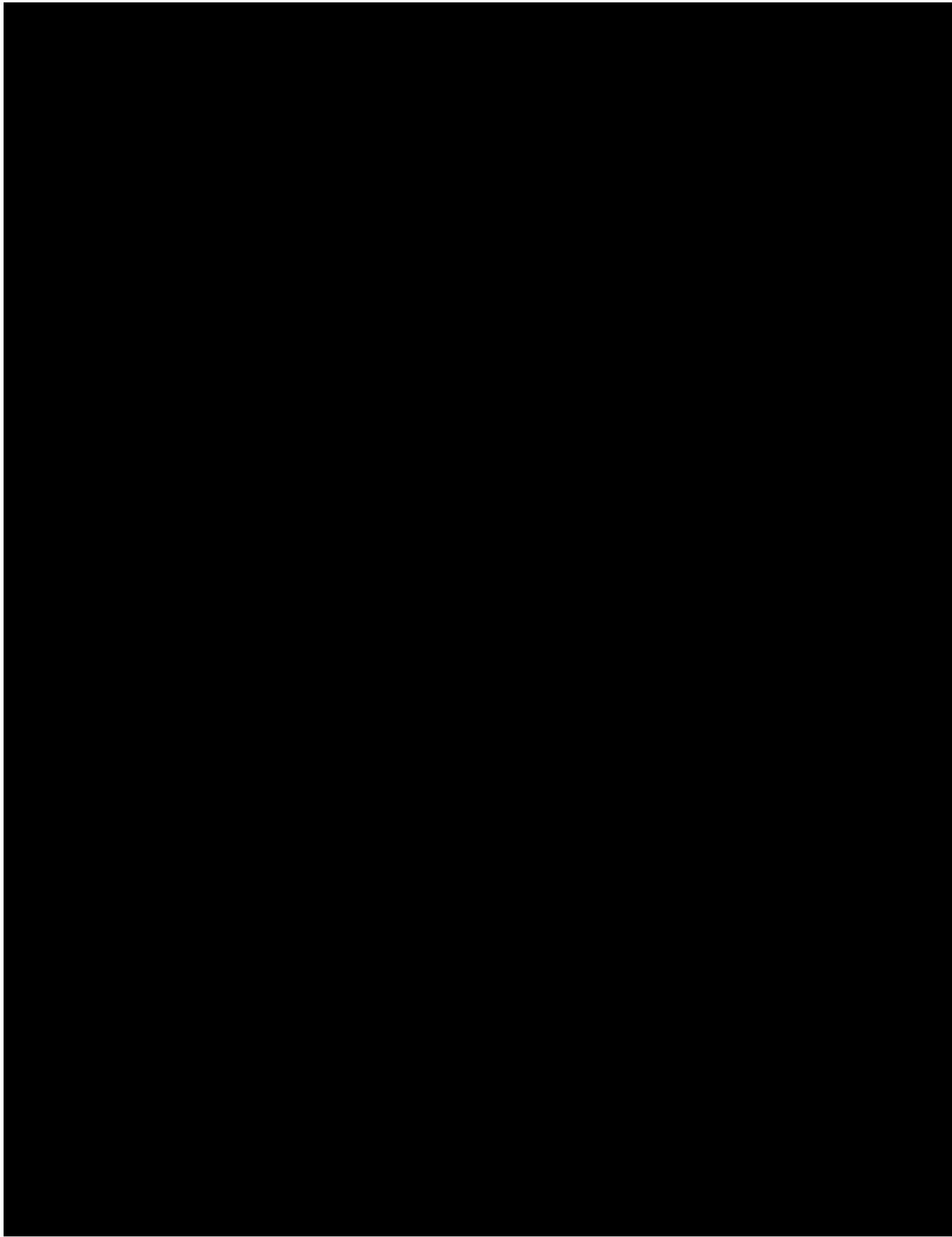
Yours truly,

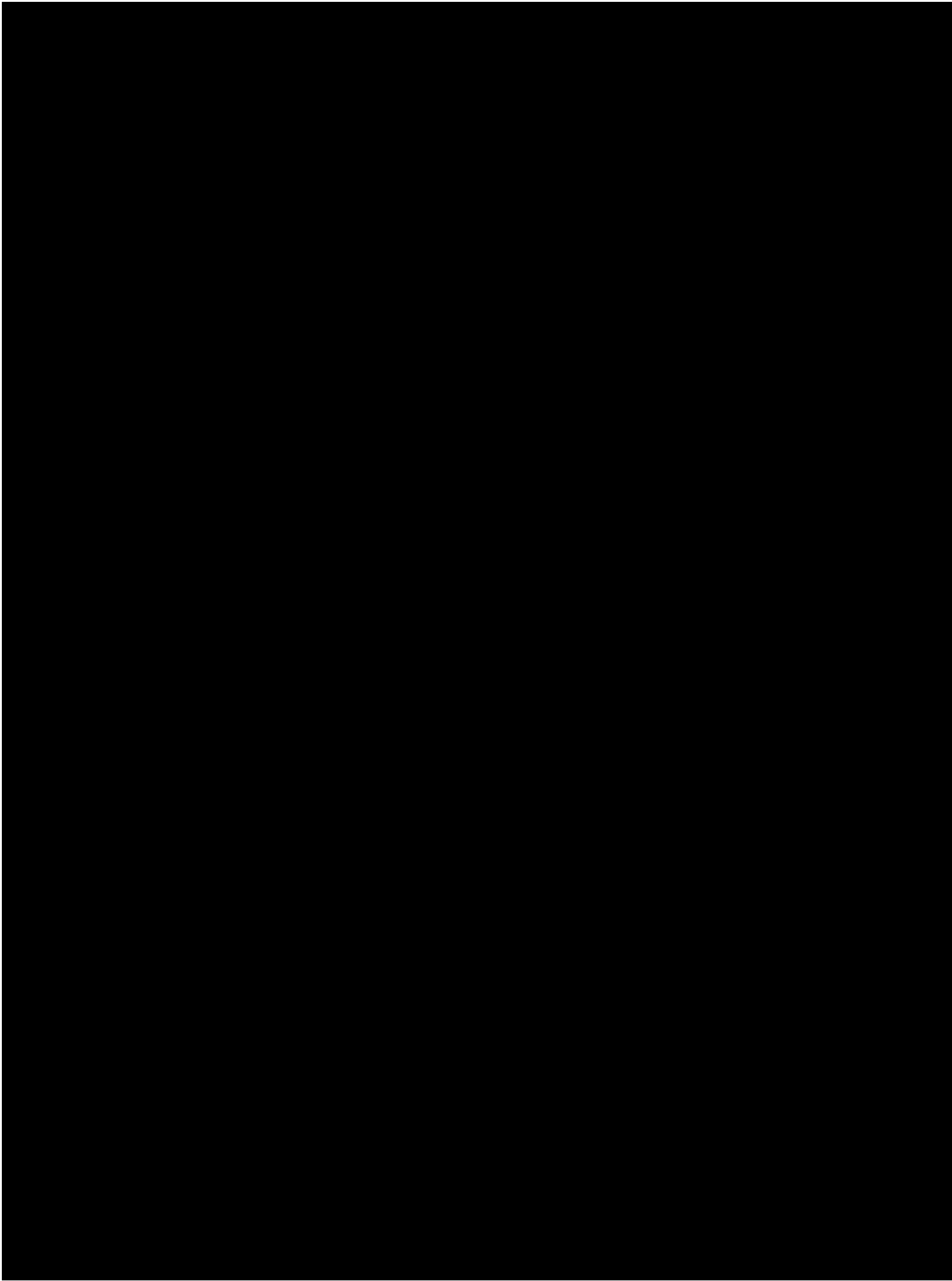
A handwritten signature in blue ink, appearing to read 'Jennifer Ross', is positioned above the printed name.

Jennifer Ross
Director, Regulatory Planning & Compliance

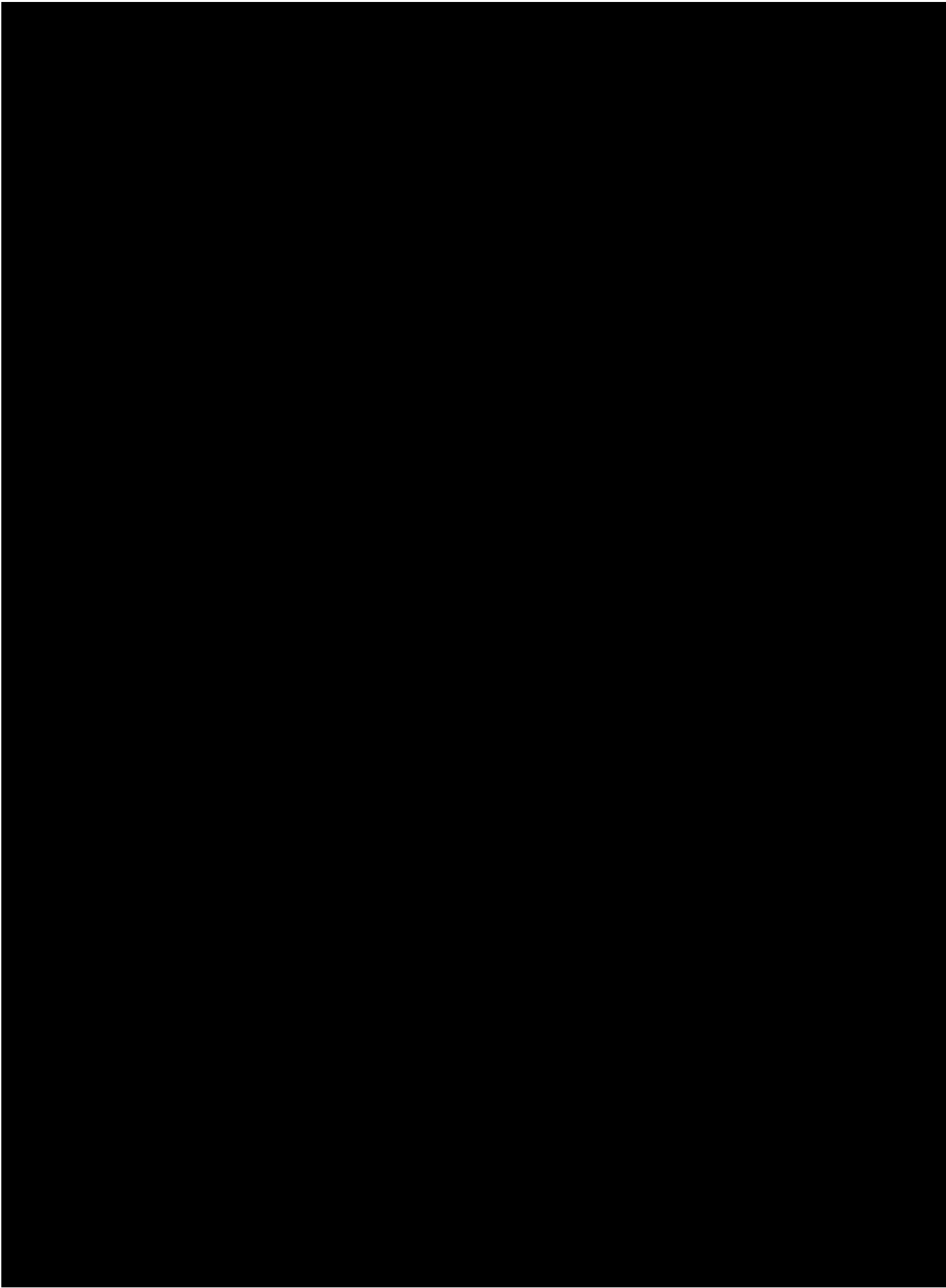
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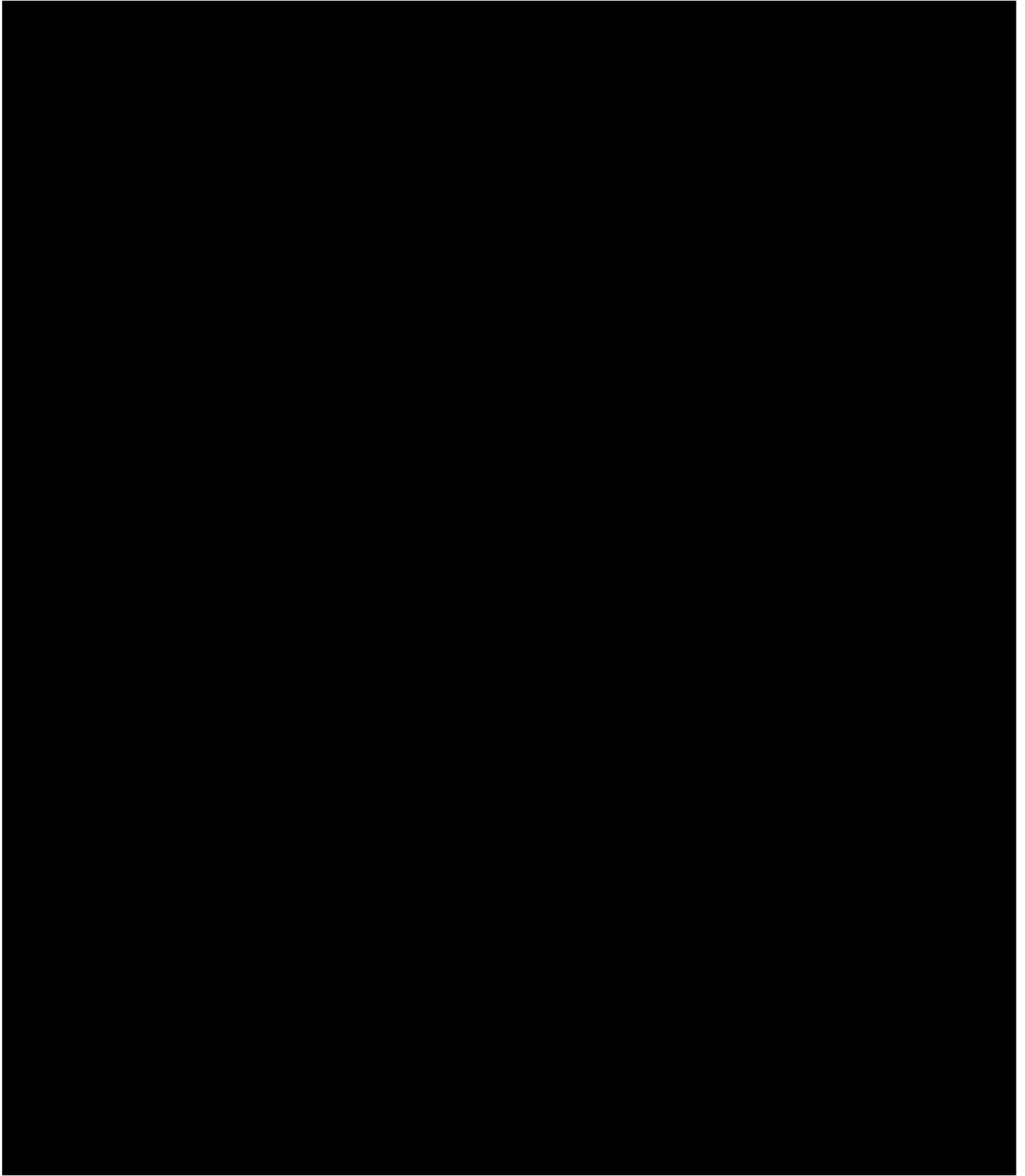
c. Jessica Pelley

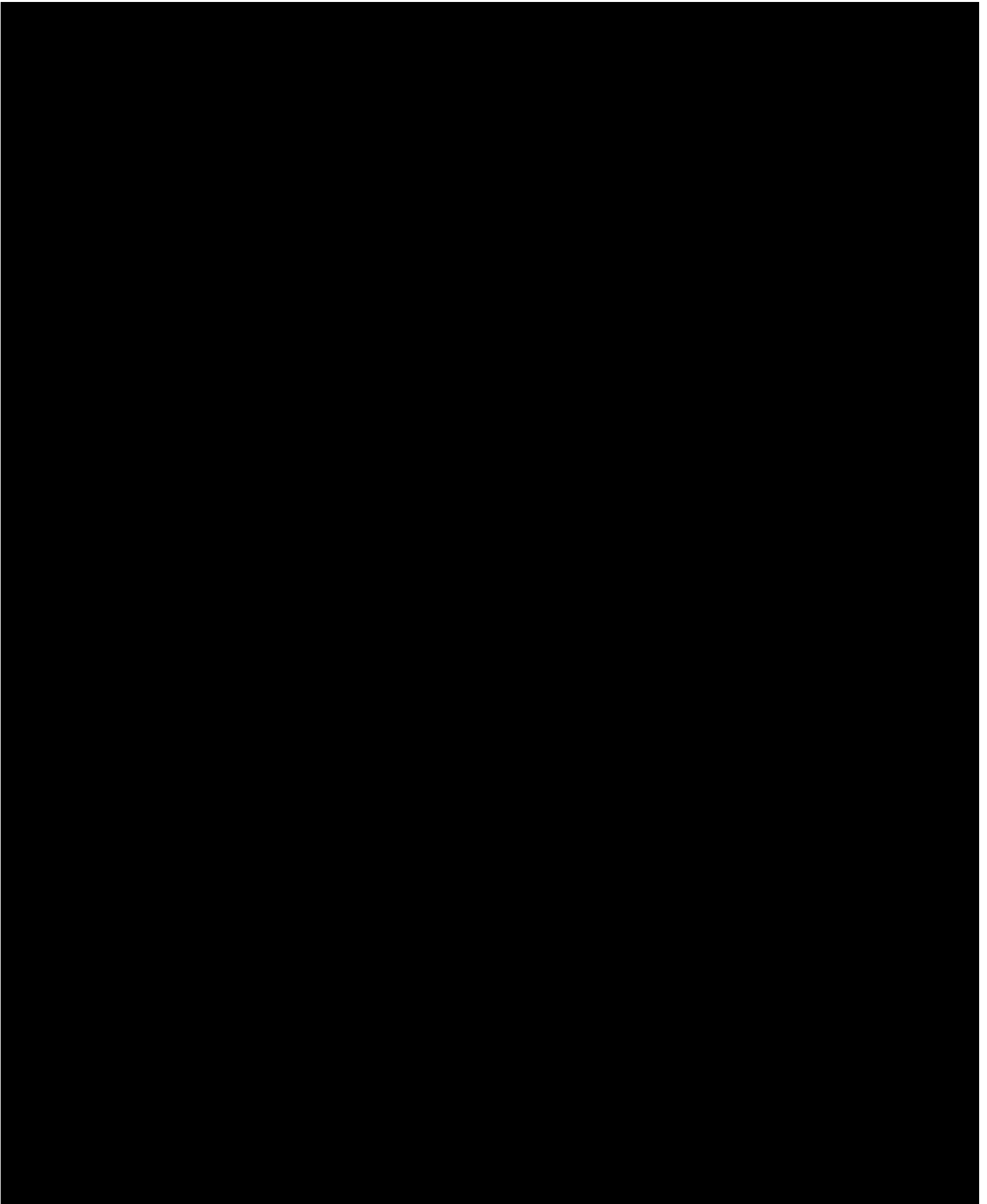


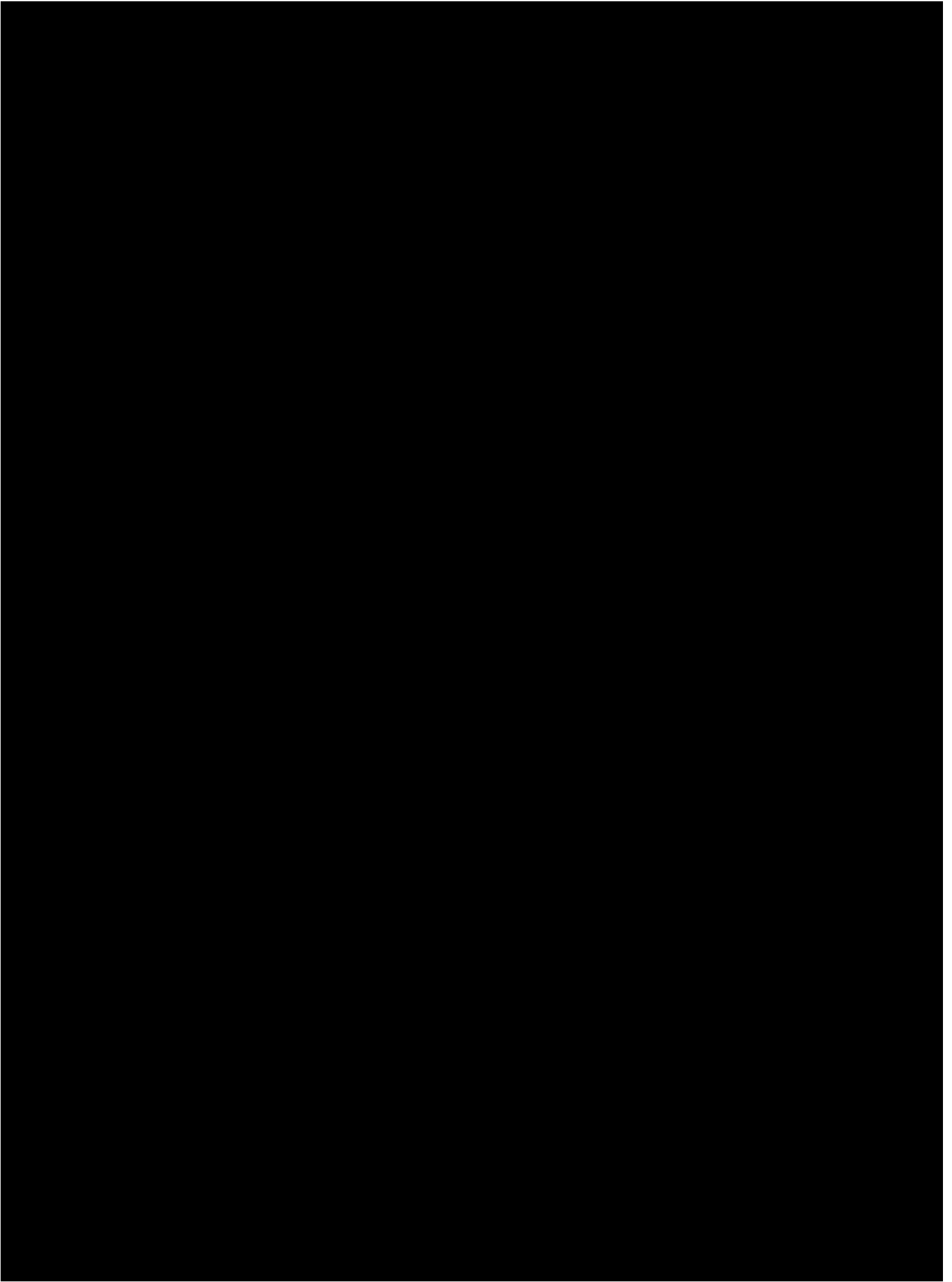


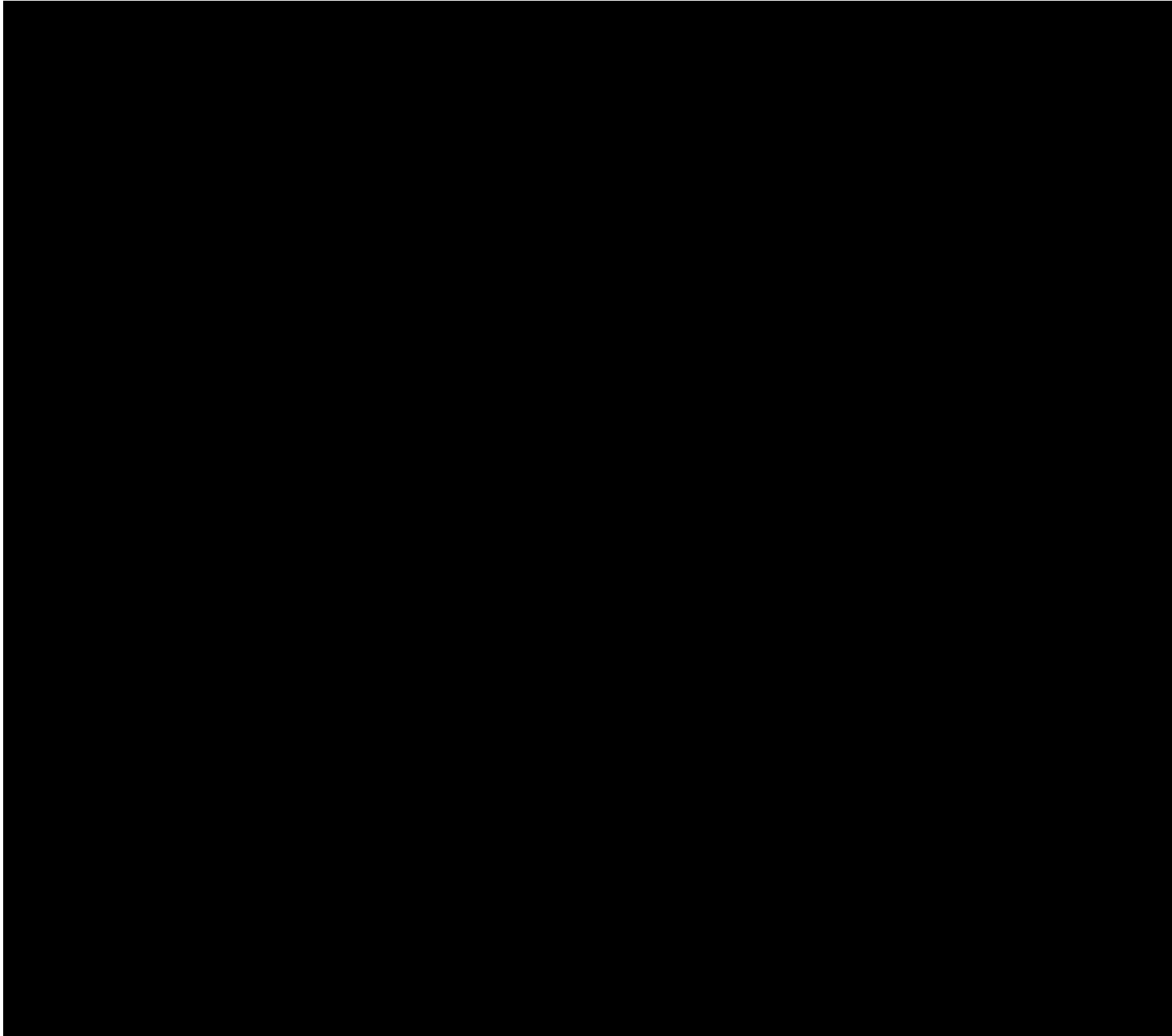
[REDACTED]











February 17, 2026

