

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

Sent: February 26, 2026 2:09 PM

To: [REDACTED]

Cc: customerrelations@nspower.ca

Subject: DRO Final Written Decision re Crista MacNeil re Shaun Campbell Account 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

Crista MacNeil acting as Agent for Shaun Campbell

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 currently have service from N.S.Power at [REDACTED] [REDACTED] that you previously had service at [REDACTED] [REDACTED] (Aug 2025 to 3 June 2025); that you request "a formal review of significant billing discrepancies related to" your current and former addresses; that you presented 8 points: 1. Normal Billing History at [REDACTED], 2. Move-Out and Unexpected Final Bill, 3. Automatic Withdrawals That Did Not Align With Occupancy, 4. First Bill at [REDACTED] [REDACTED] – Major Irregularity, 5. Subsequent Estimated and Actual Bills, 6. Meter Calibration and Remaining Concerns, 7. Request for Resolution, 8. Authorization to Discuss My Account (granted to Crista MacNeil); that service was connected at [REDACTED] [REDACTED] from August 1, 2024 to June 3, 2025; that all meter readings were based on actual meter readings except for the closing bill (The meter reading of 8133 was estimated); that

any estimation error is fully reconciled when a subsequent actual meter reading is obtained; that N.S.Power now indicate that 8113 estimated reading was incorrect and given you an adjustment of 4094 kWh's or \$797.89 based on the daily average usage; that you were connected at [REDACTED] 3 on 30 May 2025; that the connection read of 8531 taken on May 30, 2025 was a true read and was completed in person by a NS Power field representative; that your meter was also read in person on September 16, 2025.; that you continue to dispute the billed charges via meter #2513903 for service at [REDACTED] [REDACTED] and that NS Power tested # 2513903 meter for accuracy and found it to be operating within prescribed accuracy limits.

Board approved Regulations relevant to this matter are 5.1, 5.5, 6.4, 6.5 and 6.7– copy attached. Also relevant and attached are the Electricity and Gas Inspection Act Regulations.

Your dispute is in part 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 #2513903 for accuracy and found that it to be operating within prescribed accuracy limits.

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 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.

All estimated readings were subsequently reconciled when an actual meter reading was obtained.

N.S.Power tested your serving meter #2513903 for accuracy and found that it to be operating within prescribed accuracy limits.

Final Written DRO Decision : In the context of Board approved Regulations 5.1 and 5.5 N.S.Power has appropriately billed the Customer for service to [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 consumption with Efficiency N.S.

You may wish to confirm that other building units are not partially served via your meter. You, or your landlord, 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 the lower unit is impacted.

Don Farmer, P. Eng.

Dispute Resolution Officer

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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.

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- 2525. 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.