



March 19, 2026

REDACTED

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

Re: M12726 – DRO Appeal – Shaun Campbell

Dear Ms. Wallace:

On March 3, 2026 Shaun Campbell contacted the Nova Scotia Energy Board (NSEB, Board) to appeal a decision of the Dispute Resolution Officer (DRO) regarding consumption and billing for a property he owns in Halifax and an apartment which he rented in Dartmouth.

In the Board's letter dated March 5, 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 Thursday March 19, 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 [Mr. Campbell].

Mr. Campbell is appealing the decision by the Dispute Resolution Officer (DRO) dated February 26, 2026.

The attachments for this matter are as follows:

- **Confidential Attachment 1** - Complete DRO file related to this decision
- **Confidential Attachment 2** – Meter Test Results (2513903)
- **Confidential Attachment 3** – Invoices (March 2025 – January 2026)
- **Confidential Attachment 4** – CIS Account Notes
- **Confidential Attachment 5** – DRO Decision dated February 26, 2026

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Procedural Background

Please accept the following summary of activities and communications pertaining to the February 26, 2026 DRO decision being appealed by Mr. Campbell.

- February 14, 2026 – Mr. Campbell contacted the DRO to request a formal review of what he described as billing discrepancies related to his former service address at [REDACTED] in Dartmouth which he occupied from August 2024 to May 29, 2025 and his current residence at [REDACTED] in Halifax to which he transferred electric service as of May 30, 2025. Mr. Campbell disputes the usage recorded for the new location and the closing bill amount for the previous apartment. This is referenced on **pages 1-2** of 25 in the DRO file attached as **Confidential Attachment 1**.
- In his initial communication to the DRO, Mr. Campbell advised that NS Power had tested the meter and that the calibration was correct. This is referenced on **page 2** of 25 in the DRO file attached as **Confidential Attachment 1**.
- February 16, 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 **page 3** of 25 in the DRO file attached as **Confidential Attachment 1**.
- February 18, 2026 – Mr. Campbell confirmed his consent to release his personal information to the DRO. This is referenced on **page 4** of 25 in the DRO file attached as **Confidential Attachment 1**.
- February 26, 2026 – NS Power provided its position to the DRO as follows:

[...] The customer was connected at [REDACTED] from August 1, 2024 to June 3, 2025. All meter reads for the customer's billing were based on true meter readings except for the closing bill. The meter reading of 8133 was estimated. This estimated read was incorrect, and the customer was given an adjustment of 4094 kWh or \$797.89 based on the daily average usage.

The customer is currently connected at [REDACTED] since May 30, 2025. 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. The customer's meter was also read in person on September 16, 2025.

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The customer still disputed the billed charges for meter #2513903 for service at [REDACTED] NS Power has tested the meter and has found it to be operating within prescribed accuracy limits.

It is NS Power's position that the customer has been billed appropriately.

NS Power attached the account ledger, meter reads, CIS account notes, and the meter testing results for the subject account [REDACTED] This is referenced on **pages 13 to 19 of 25** in the DRO file attached as **Confidential Attachment 1**.

The meter testing results are included as **Confidential Attachment 2** and show that Mr. Campbell's meter was found to be operating within accepted limits.

- February 26, 2026 – The DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

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.

...

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

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process. The self-reconciling process is more fully explained in the immediately following paragraph.

...

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 [sic] it to be operating within prescribed accuracy limits.

Final Written DRO Decision: In the context of Board-approved Regulations 5.1 and 5.5 NS Power has appropriately billed the customer for service to [REDACTED] (Account [REDACTED]).

This is referenced on **pages 2 to 3** of 5 in the DRO decision attached as **Confidential Attachment 5**.

- March 3, 2026 – Mr. Campbell appealed the DRO’s decision with the NSEB.

Contextual Background

NS Power acknowledges that the invoices provided to Mr. Campbell for the two different locations can be challenging to understand, particularly as some of the readings were estimated. The following information provides additional context and information for understanding this dispute.

The following table summarizes Mr. Campbell’s account information and billing history. The full invoices can be found in **Confidential Attachment 3**.

Date	Meter	Old Meter Read	New Meter Read	kWh Used	Amount Due (\$)
March 10, 2025	2528081	3189.74	3543.47	354	-100.00 (balance) 102.98 (energy) 5.16 (other) = 8.14 (owing)

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Date	Meter	Old Meter Read	New Meter Read	kWh Used	Amount Due (\$)
July 3, 2025	2528081	3543.47	8133 Estimated	4590	8.14 (balance) 906.27 (energy) 45.32 (other) = 959.73 (owing)
July 24, 2025	2513903	8531.00*	8824.00 Estimated	293	786.94 (balance) 92.72 (energy) -780.76 (other) = 98.90 (owing) (includes close-out from meter 2528081 and current for meter 2513903)
September 16, 2025	2513903	8531.00 8531.00	8824.00 10904.00 Actual	-293 2373	0.00 (balance) 424.41 (energy) 12.88 (other) =437.29 (owing)
November 21, 2025	2513903	10904.00	11796.00 Estimated	892	437.29 (balance) 203.90 (energy) 10.20 (other) =651.39 (owing)
January 6, 2026	2513903	11796.00	11954 Actual	158	651.39 (balance) 58.64 (energy) 2.93 (other) =712.96 (owing)

The March 10, 2025 invoice was based on actual readings (pre-April 2025 cyber incident). His account at that time was up to date.

Mr. Campbell's July 3, 2025 bill included estimated usage for the close-out of the Dartmouth location. The meter reading was estimated as a result of the cyber incident.

As noted in the CIS Account notes at **pages 2-3** of 4 in **Confidential Attachment 4**, the actual meter read for meter 2528081 on July 9 was 4252 (not 8133), which was usage of 708.53 kWh (rounded to 709) since the last true meter read in March. Mr. Campbell

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had therefore been over-billed by 4094 kWh (the estimated 8133 kWh less the actual 4242 kWh). Accordingly, there was an adjustment credit on Mr. Campbell's July 24, 2025 bill which included credit for the energy charges and the adjusted HST and provincial rebate.

On the July 24, 2025 bill, Mr. Campbell was given a credit for the overbilled usage from the [REDACTED] location ($4094 \times \$0.18561 = \759.89), credit for the HST on that amount ($\$759.89 \times 14\% = \106.39), and the adjustment for the provincial rebate ($\$759.89 \times 9\% = 68.39$). The total adjustment for the close-out of the [REDACTED] bill was a credit of \$797.89 ($4094 \text{ kWh} \times \$0.18561/\text{kWh}$).

As Mr. Campbell's account number did not change, the usage for the [REDACTED] location was also included on the July 24, 2025 bill. The charges related to the [REDACTED] location included the remote connection charge of \$11 for the new location, energy charges of \$92.72 (based on the estimated 293 kWh) and the adjusted taxes based on that amount (\$14.52 less the provincial rebate of \$8.34).

The notes showing the initial meter reading at 8531 for the [REDACTED] location are enclosed as **Confidential Attachment 6**.

The total amount owing from that July 24 bill was \$98.90, which Mr. Campbell paid. That brought his account up to date for both the [REDACTED] (**updated actual read**) and [REDACTED] (**estimated read** of 293 kWh) locations.

The next bill was September 16, 2025 and was based on an **actual** meter read. When Mr. Campbell took possession of the [REDACTED] property at the end of May, the reading on the meter was 8531, which was the starting point for usage at that property.

On the September 16, 2025 bill, Mr. Campbell was credited the amount of the estimated read from the previous bill (\$92.72 representing the 293 kWh and the monthly charges for June and July) and was then charged the actual amount of usage (\$440.45 representing the actual 2373 kWh used between May 30 and September 16) plus the monthly charges for June, July, August and September ($\$19.17 \times 4 \text{ months} = \76.68). The bill also included the applicable taxes (HST less the provincial rebate) of \$12.88. The \$437.29 amount owing on the September 16, 2025 bill was accurate and up to date.

The next invoice, dated November 21, 2025, was based on an **estimated reading** of 892 kWh. That November 21, 2025 invoice included the unpaid balance owing from the September 16, 2025 invoice (\$437.29) and the new energy charges (\$203.90) and tax (\$10.20).

Mr. Campbell's January 6, 2026 invoice was based on an **actual read** of 158 kWh. As Mr. Campbell had not paid his November 21, 2025 invoice, the unpaid balance of

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\$651.39 was applied to the invoice, in addition to the energy charges of \$58.64 and the tax of \$2.93. Mr. Campbell's outstanding balance at that point was \$712.96.

Mr. Campbell has not made a payment since August 28, 2025, and owes the \$712.96 for his charges from September 2025 to January 2026.

Summary

NS Power acknowledges that the change in locations and the estimated bills created some confusion for Mr. Campbell about what was actually owing on his account, but agrees with the DRO's decision that Mr. Campbell has been correctly billed.

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 Mr. Campbell (and his agent Crista MacNeil) by e-mail.

Yours truly,



Jennifer Ross
Director, Regulatory Planning & Compliance

Encl.

c. Shaun Campbell
Crista MacNeil

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Campbell DRO Appeal Attachment 1 has been removed due to confidentiality.

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