

July 13, 2026

[REDACTED]

Shaun Campbell
c/o Crista MacNeil

[REDACTED]

Dear Mr. Campbell:

M12726 - Nova Scotia Power Inc. - Appeal of a Decision of the Dispute Resolution Officer

The Board received your Notice of Appeal, submitted by Ms. Crista MacNeil on your behalf, to appeal a decision by the Dispute Resolution Officer (DRO) dated February 26, 2026. For simplicity, references to you in this letter mean either you or Ms. MacNeil.

The following documentation was filed with the Board:

- The DRO's file and decision, dated February 26, 2026;
- Your appeal of the DRO decision, dated March 3, 2026;
- NS Power's response to your appeal, dated March 19, 2026;
- Your response to NS Power's response, dated March 27, 2026;
- NS Power's response to the Board's information requests (IRs), dated May 14 and June 19, 2026; and
- Your additional submission dated May 27, 2026.

SUMMARY

I understand you are seeking an explanation of the charges on your NS Power bills for the properties located at [REDACTED] Halifax [REDACTED] and [REDACTED] Dartmouth [REDACTED]

You request a review of NS Power's billing allocation and meter read accuracy for these service addresses.

APPEAL OF THE DRO DECISION

You appealed the DRO's decision, dated February 14, 2026, on the following grounds:

- 1) The DRO decision relies solely on meter accuracy, not billing accuracy, and does not address the possibility of misallocated load or wiring issues; and
- 2) NS Power's calculation of the final bill at [REDACTED] relied on estimated meter reads.

The DRO is an independent third party; his role is to address and ideally resolve disputes with NS Power that cannot be resolved through normal customer channels. He is not an employee of NS Power or the Board. Decisions of the DRO are binding on NS Power but not on the customer. Customers may appeal DRO decisions to the Board within 12 days of receipt of the DRO's final written decision.

In his decision, the DRO stated:

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.**

[Exhibit C-7, p. 2]

The DRO further stated:

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]).

[Exhibit C-7, p. 3]

BACKGROUND & FINDINGS

The following table summarizes some of the key events in the evidence before the Board. The blue highlighted sections relate to your previous address on Portland Street.

Date	Event
August 1, 2024	NS Power connected your service at [REDACTED] [REDACTED] was set up for Automatic Payment.
September 17, 2024	You had automatic payments enabled on your account.
May 30, 2025	NS Power connected your service at [REDACTED] [REDACTED] NS Power took a true read on meter [REDACTED] (8531 kWh).
June 3, 2025	NS Power disconnected your service at Portland Street.
July 3, 2025	NS Power issued the closing bill for [REDACTED], based on an estimated meter read (8133 kWh) due to the cyber incident.
July 16, 2025	\$172.79 automatic withdrawal occurred.
July 24, 2025	NS Power issued the first (estimated) bill for [REDACTED] with an adjustment for [REDACTED].
August 28, 2025	\$98.90 automatic withdrawal occurred.



September 16, 2025	NS Power issued the second bill for \$437.29 for [REDACTED] based on an actual meter read.
September 26, 2025	NS Power told you that it would perform a re-read of the meter.
September 30, 2025	NS Power reread the meter at [REDACTED]
November 21, 2025	NS Power issued the third bill based on an estimated meter read.
December 23, 2025	You stopped the automatic payment arrangement.
January 6, 2026	NS Power removed meter [REDACTED] for testing and replaced it with meter # [REDACTED]
January 13, 2026	The test result showed meter [REDACTED] is operating within the described accuracy limits.
January 21, 2026	NS Power discussed with you the September 2025 bill, including the September 2025 re-read of the meter.
January 23, 2026	NS Power issued the fourth bill based on an actual meter read.
February 14, 2026	You appealed to the DRO.
February 26, 2026	NS Power responded to your appeal to the DRO. The DRO issued his Decision.
March 3, 2026	You appealed the DRO's Decision to the Board.

NS Power Regulation 5.1 authorizes it to estimate meter readings where it is unable to obtain an actual reading for reasons beyond its control:

METER READING

When reasonably possible, meters shall be read bi-monthly; however, the Company may read meters on a monthly basis.

...

ESTIMATED METER READING

If the Company is unable to obtain a meter reading due to circumstances beyond its control ... then the amount of power and energy used by the Customer shall be estimated by the Company using the best available data...

In the event that actual meter readings are obtained subsequent to estimated readings, the Company shall make the necessary adjustments...

Your usage and bills at [REDACTED]

Below is the summary of your usage, based on the copies of the bills and the Account Usage Info NS Power provided.



Bill date	Meter reading	Usage	Daily usage	Total amount due	Service period
September 12, 2024	2298 read Sep 10	810	20.3	\$190.04	August 1 – September 10, 2024 (40 days)
November 13, 2024	2866 read Nov 8	568	9.6	\$145.83	September 10 – November 8, 2024 (59 days)
January 14, 2025	3190 read Jan 10	324	5.1	\$100.70	November 8, 2024 – January 10, 2025 (63 days)
March 12, 2025	3543 read Mar 10	354	6.0	\$8.14	January 10 – March 10, 2025 (59 days)
July 3, 2025	8133 estimated	4590	54.0	\$959.73	March 10 – June 3, 2025 (85 days)

NS Power responded to the Board's information request IR-4(b) that on July 7, 2025, it found an issue with the estimated meter read of 8,133 in the July 2025 bill and performed an actual read of 4,252 kWh on July 9, 2025. Your actual average usage between March 10 and July 9, 2025, was then calculated at 5.86 kWh/day (4,252 kWh minus 3,543 kWh, divided by 121 days). This fits in the lower range of your historical average usage at [REDACTED] (5.1 to 20.3 kWh/day).

Since your account for [REDACTED] was closed on June 3, 2025, NS Power recalculated your actual usage for the service period between March 10 and June 3, 2025, at 498 kWh (5.86 kWh/day, multiplied by 85 days). The adjustment for 4,094 kWh overbilled usage (4,590 kWh from the July 3, 2025 bill minus 498 kWh calculated usage, rounded) at [REDACTED] was included in the July 24, 2025 bill NS Power issued for [REDACTED]

Your usage and bills at Beech Street

Below is the summary of your usage, based on the copies of the bills and the Account Usage Info NS Power provided.



Bill date	Meter reading	Usage	Daily usage	Total amount due	Service period
	8531 read May 30				
July 24, 2025	8824 estimated	293	5.3	\$98.90	May 30 – July 24, 2025 (55 days)
September 22, 2025	10904 read Sep 16	2373	21.8	\$437.29	May 30 – September 16, 2025 (109 days)
	11213 read Sep 30				
November 21, 2025	11796 estimated	892	13.5	\$651.39	September 16 – November 21, 2025 (66 days)
January 23, 2026	11954 read Jan 6	158	3.4	\$712.96	November 21, 2025 – January 6, 2026 (46 days)
March 24, 2026	516 read Mar 18	516	7.3	\$859.13	January 6 – March 18, 2026 (71 days)
May 22, 2026	940 read May 20	424	6.7	\$836.12	March 18 – May 20, 2026 (63 days)

In your appeal, you stated that there is no evidence on any bill that a meter read was taken on May 30, 2025, when service was connected for [REDACTED], and that the “baseline reading itself is inaccurate” which the reconciled bill does not correct. On March 27, 2026, you questioned the accuracy of the initial reading because the service was connected remotely on May 20 and the first actual meter read did not occur until September.

The Board finds that is not the case. On February 26, 2026, NS Power explained to the DRO that the connection read of 8531 taken on May 30, 2025, was a true read, completed in person by a NS Power’s field representative. NS Power included the S/O Maintenance by Account (SOAC) – CIS3030 in its response on March 19, 2026, to show the service order with the meter read dated May 30. This meter read was shown on your July 2025 bill as the “Last meter read” and again on your reconciled September 2025 bill.

(1) The bill dated July 24, 2025 (for May 30 – July 24, 2025) included two separate components.

The first component is the energy charges based on an estimated read for Beech Street. Your estimated usage for this billing cycle was calculated at 293 kWh (8,824 kWh estimated on July 24 minus 8,531 kWh read on May 30).

The energy charges include:

- Base charge \$19.17/month x 2 months = \$38.34
- Energy 293 kWh x \$0.18561 = \$54.38

Total energy charges: \$92.72

- Connect Remote \$11. This is the connection fee applicable for customers with AMI meters that can be connected remotely to NS Power’s system vs. \$46 connection fee



for customers with non-AMI meters. NS Power's field representative also obtains a meter read in person to complete the connection process.

- Tax: HST $(\$92.72 + \$11) \times 14\% = \$14.52$
- Provincial Rebate $\$92.72 \times 9\% = \8.34 credit

The second component is the adjustment of the closing bill for [REDACTED], as mentioned above.

- Usage Adjustment: $4094 \text{ kWh} \times \$0.18561 = \$759.89$ credit
- GST/Harmonized Tax Adjust $\$759.89 \times 14\% = \106.39 credit
- Adj Provincial Rebate $\$759.89 \times 9\% = \68.34

The Board finds that NS Power has appropriately calculated the charges in this bill.

(2) In the bill dated September 22, 2025, NS Power:

- credited you back for the 293 kWh it charged you in the July 2025 bill, and
- charged you for the actual usage of 2,373 kWh.

This bill reconciled the estimated bill dated July 24, 2025, based on true meter reads.

(3) The bill dated November 21, 2025:

According to NS Power's response to the Board's IR-8, it estimated your usage during periods when actual meter reads were not available by calculating the average daily usage from bills issued the previous year for the same service address, with the same seasonal code, and then multiplied that by the number of days in the current service period.

The Board finds that by using your historical usage to estimate current usage during the periods when an actual meter read was not possible, NS Power complied with Regulation 5.1 by using the best available data.

This bill covers 66 days between September 16 and November 21, 2025. NS Power used usage from the November 2024 bill issued to the previous occupant of [REDACTED] and your usage from the June and September 2025 bills, totaling 3,109.7 kWh, divided by 230 days to get the average usage of 13.52 kWh per day. Your estimated usage for this billing period was calculated at 892 kWh (13.52 kWh/day multiplied by 66 days).

You said in your appeal that the actual meter read on September 16, 2025 was high despite being taken during a period when the apartment was almost entirely unoccupied (you were working out of town from June to August, and the apartment was only occupied for approximately 11 nights during that time, and a few nights after August 20 until you started staying full time at the property on September 1). You also said the daily usage for the September 2025 bill does not align with your lifestyle and occupancy, possibly due to misallocated load or wiring issues.

In reviewing the charges NS Power included in your bills, the Board finds that they were calculated appropriately. Once NS Power performed a true meter read, the earlier estimated reads were reconciled. Additionally, the meter test result on January 13, 2026, from NS Power's Measurement Canada accredited meter shop showed that the meter is operating within prescribed accuracy limit. The Board finds the recorded usage and



corresponding charges in these bills, as explained above, acceptable, regardless of the occupancy status at Beech Street and your usage history at [REDACTED].

In his decision, the DRO suggested that you or your landlord may have to have an electrician confirm if other units are not partially served via your meter. On March 25, 2026, you commented that NS Power's March 19 response did not address the DRO's point regarding a potential misallocated load. The Board finds this responsibility rests with you and/or your landlord, not NS Power.

Your payments

The table below shows your payment history for [REDACTED]

Date	Amount	Account	
October 3, 2024	\$190.04	Portland Street	
January 3, 2025	\$145.83	Portland Street	
January 22, 2025	\$100.00	Portland Street	Not an automatic payment
February 28, 2025	\$100.70	Portland Street	
July 16, 2025	\$172.79	Portland Street	Not an automatic payment
August 28, 2025	\$98.90	Portland Street	

In responding to the Board's IR-2 and IR-11, NS Power confirmed that:

- Your account was set up for automatic payment for [REDACTED] on September 17, 2024, and this payment arrangement continued for [REDACTED] until December 23, 2025.
- The payments of \$100 on January 22, 2025, and \$172.79 on July 16, 2025, were initiated by you, i.e. not automatic withdrawals.

On March 27, 2026, you said that you had made a payment of \$146.17 for [REDACTED] to demonstrate good faith during the appeal process. The Board acknowledges your good payment record for [REDACTED] Street as well as the initial payment for [REDACTED] Street and encourages NS Power to work with you on a payment plan for the remaining outstanding balance.

CONCLUSION

Pursuant to the *Public Utilities Act*, the Board is responsible for the general supervision of all public electric utilities operating in Nova Scotia, including NS Power. Among other things, the Board's jurisdiction includes approving *Regulations* that determine how NS Power is allowed to provide electric service to customers, and the rules they (and customers) must follow. In reviewing matters such as your appeal, the Board's role is to determine whether NS Power has properly applied the Board's approved *Regulations* in dealing with its customers.

The Board understands your concern with respect to the high consumption shown on your September and November 2025 bills. However, the Board finds that NS Power complied with the Regulations by using historical consumption data to estimate your usage and then reconciling those estimates correctly following an actual meter read. The Board upholds the DRO's decision. With respect, your appeal is dismissed. The Board



notes that it is conducting a separate investigation into the cybersecurity incident under M12273 which encompasses a broader review of its impact on customers.

The Board directs NS Power to reach out to you within 30 days of this decision to determine whether you require a payment plan to pay the outstanding balance on your account. If you require a payment plan, the Board directs NS Power to work with you to prepare a reasonable payment arrangement.

Yours truly,

A handwritten signature in blue ink, appearing to read "Darlene Willcott".

Darlene Willcott, LL.B.
Member

c. Kathleen Murray, Regulatory Counsel, NS Power

