

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

Sent: March 3, 2026 11:39 AM

To: [REDACTED]

Subject: DRO Final Written Decision re Dave Lincoln billing and consumption dispute re Account 2075919-7

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

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Dave Lincoln

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 [REDACTED]
[REDACTED] that you purchased the premise in Oct 2017; that you are a Disabled Veteran; that you dispute "Equal Billing Miscalculation Since 2017"; that you indicate "Billing never recalculated since taking ownership of the home"; that N.S.Power indicate that " There were multiple budget settlement agreements set up on the account in 2018, 2020, and 2024 that were all broken due to payment history." and that "The customer is on a current budget settlement agreement since 2025."; that Board approved Regulation 6.5 is relevant (copy attached); that the attached ledger indicates you have been making monthly payments of \$805.00 since April 2025; that as part of this dispute process, N.S.Power has offered a new 24 month payment arrangement ("settlement agreement") of \$592.00 (\$496 average monthly usage plus \$96.00 re arrears of \$2,305.12 settled over 24

months); that you requested long term usage records; that your usage records since 2017 are attached; that previous Customer records can not be released to you for privacy reasons but their historical average was 850 Kwh per month; that I Instructed N.S.Power to test your serving meter for accuracy; and test results indicate that meter #2262377 is operating within prescribed accuracy limits.

Board approved Regulation(s) relevant to this matter are 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 #2262377 for accuracy and found that it to e operating within prescribed accuracy limits.

As part of this dispute process, N.S.Power has offered a new 24 month payment arrangement (“settlement agreement”) of \$592.00 (\$496 average monthly usage plus \$96.00 arrears of \$2,305.12 settled over 24 months).

Final Written DRO Decision: A In the context of Board approved Regulation 5.5, and 6.4, and the Electricity and Gas Inspection Act Regulations, N.S Power has appropriately billed the Customer for on-premise consumption at [REDACTED] B
In the context of Board approved Regulation 6.5, N.S.Power is herby Instructed to establish a 24-month payment arrangement (“settlement agreement”) on the subject Account of \$592.00 per month (\$496 average monthly usage plus \$96.00 re arrears of \$2,305.12 settled over 24 months).

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 also wish to discuss your energy consumption with Efficiency Nova Scotia.

Don Farmer, P. Eng.

Dispute Resolution Officer

PS

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 Board., 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 Board 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.