Nova Scotia POWER An Emera Company

PO Box 910 | Halifax, Nova Scotia | Canada | B3J

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: M12733 – DRO Appeal – Dave Lincoln

Dear Ms. Wallace:

On March 5, 2026, Dave Lincoln contacted the Nova Scotia Energy Board (NSEB, Board) to appeal a decision of the Dispute Resolution Officer (DRO) regarding his consumption and billing dispute on his NS Power account.

In the Nova Scotia Energy Board's (Board, NSEB) letter dated March 5, 2026 to Dave Lincoln, 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 you.

Mr. Lincoln is appealing the decision by the Dispute Resolution Officer (DRO) dated March 3, 2026. The complete DRO file as provided by the DRO pertaining to this decision is included as **Confidential Attachment 1**.

Procedural Background

On February 2, 2026 Mr. Lincoln contacted the DRO to formally dispute his billing for account [redacted] This is referenced on PDF **page 2** of 41 in the DRO file attached as

Confidential Attachment 1.

In his initial complaint to the DRO, Mr. Lincoln raised the following issues:

1. Billing never recalculated since taking ownership of the home
2. Equal billing never recalculated for actual post-hot tub usage
3. No meter history provided despite repeated requests
4. Billing creates undue hardship given documented disabilities
5. $800/month equal billing established without his consent via former Veterans Affairs Canada case manager

In that initial email, Mr. Lincoln requested the following relief:

1. Provision of complete meter history audit 2017-present
2. Recalculation of equal billing based on actual usage
3. No disconnection during the review per NS Power policy
4. Disability Accommodation (payment plan affecting usage and affordability).

This is all referenced on PDF **pages 2-3** of 10 in **Confidential Attachment 1.**

On February 2, 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 PDF **page 1** of 10 in the DRO file attached as **Confidential Attachment 1**.

On February 2, 2026 Mr. Lincoln confirmed his consent to release his personal information to the DRO. This is referenced on PDF **page 4** of 10 in the DRO file attached as **Confidential Attachment 1.**

On February 3, 2026 NS Power provided its position to DRO, stating the following:

> The customer has been offered multiple extended payment arrangements. There were multiple budget agreements set up on the account in 2018, 2020 and 2024 that were all broken due to payment history. The customer is on a current budget settlement agreement since 2025.
>
> The customer has been regularly making payments of at least $800 per month.
>
> It is NS Power's position that we can recalculate a new budget settlement agreement and extend the arrears over the next 24 months. The current monthly usage at the address is $496 per month. Including

> the arrears over 24 months ($2305 / 24 = $96) the monthly payments would be $592 per month for the next 24 months.

NS Power attached the account ledger and meter reads for the subject account [redacted] NS Power's position is referenced on PDF **page 5** of 41 in the DRO file attached as **Confidential Attachment 1**, and the attachments are found at **pages 5 to 12** of 41.

On February 4, 2026 Mr. Lincoln wrote to the DRO specifically requesting relief in the form of a complete account ledger from October 2017 to the present, 12 months' billing history for the address prior to Mr. Lincoln's ownership of the property, explanation of the calculation of the $496/month usage, determination of whether the historical billing and equal billing amounts have been reasonable and consistent with actual usage, and whether the budget settlements have complied with the Regulations. This is referenced on PDF **page 15** of 41 of the DRO file in **Confidential Attachment 1**.

In response to this, on February 5, 2026 the DRO instructed NS Power to test Mr. Lincoln's meter (#2262377) and to report the test results to Mr. Lincoln and the DRO. This is referenced at **page 16** of 41 of the DRO file in **Confidential Attachment 1**. The meter was tested for accuracy and was found to be operating within prescribed accuracy limits.

NS Power responded to the DRO's additional requests on February 6, 2026 and provided the historic average consumption in 2017, and the details for the calculation of the $496 / month current usage. This is referenced at **page 21** of 41 of the DRO file in **Confidential Attachment 1.**

On March 3, 2026 NS Power provided the DRO with a copy of the meter test results for meter #226237. This is referenced on **page 32** of 41 of **Confidential Attachment 1**. The letter from NS Power to Mr. Lincoln is attached as **Confidential Attachment 2**.

On March 3, 2026 the DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

> 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[s] consumption at [redacted] (Account v# [redacted]). In the context of Board approved Regulation 6.5, N.S. Power is her[e]by 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 is referenced on **page 2** of 4 in **Confidential Attachment 4**.

On March 3, 2026 Mr. Lincoln appealed the DRO's decision with the NSEB.

Contextual Background

In addition to the procedural details set out above, the following background is relevant to Mr. Langille's DRO appeal.

Mr. Lincoln opened his NS Power account in November 2017. Mr. Lincoln's bimonthly power consumption has been consistently high since he opened the account. The table below provides the consumption history from when the account in question was opened in 2017 to 2026. Lowest consumption for the billing period is highlighted in blue in the figure below, and the highest consumption is highlighted in orange. The CIS Account Usage Information (Meter Reads) is found in **Confidential Attachment 5**. Mr. Lincoln's analog meter was changed to an AMI smart meter in the billing period for January 2021, which is why there are two kWh figures listed.

Year	Jan	March	May	July	Sept	Nov
2017						1595 (partial)
2018	6235	6633	5287	3197	4169	3749
2019	5578	5993	5211	3607	2625	3655
2020	6275	6873	5791	4360	4129	4664
2021	2642 2692	6616	5989	4341	3778	3866
2022	6466	8189	5557	4097	4386	4425
2023	7192	8091	6574	4919	4218	4710
2024	7137	7369	5459	4542	4653	3985
2025	6330	6552	4963	4672	-9635 13646	6313
2026	3249					

Over the years Mr. Lincoln has allowed his arrears to accumulate and has entered into settlement agreements (including both short-term arrangements with a repayment period of less than a year and arrangements with repayment periods of 12 and 24 months).

The Account notes included as **Confidential Attachment 3** set out the following communications with Mr. Lincoln about his arrears and payment arrangements.

November 16, 2018 – Mr. Lincoln contacted Customer Care to discuss his arrears and advised that he would make payments at the end of November, mid-December, and the end of December. At that time, Customer care re-opened his short-term budget plan. This is referenced on PDF **page 1** of 11 in **Confidential Attachment 3**.

October 1, 2020 – Mr. Lincoln's wife (Micheline) called NS Power's Customer Care to discuss the past due balance and the arrangement for making a payment on the balance. This is referenced on PDF **page 2** of 10 in **Confidential Attachment 3**.

October 5, 2020 – Mr. Lincoln's wife agreed to specific payment arrangements and acknowledged that if the payments were not met, the full balance would become due. This is referenced on PDF **page 3** of 10 of **Confidential Attachment 3**.

January 12, 2021- Mr. Lincoln's budget billing plan was zeroed out for November and December 2020 as his wife was under the impression that the 12-month short-term budget plan would start in the new year. This is referenced on PDF **page 3** of 10 of **Confidential Attachment 3**.

June 5, 2024 – Mr. Lincoln as set up on a 12-month short-term budget plan comprising $878 per month. This is referenced on **pages 4 and 5** of 10 of **Confidential Attachment 3**.

July 18, 2024 – Mr. Lincoln's 12-month short-term budget plan was changed to a 24-month budget plan as requested by someone [redacted] at Veterans Affairs on Mr. Lincoln's behalf. This changed the monthly payment to $732 per month. Mr. Lincoln's wife provided consent for the Veterans Affairs worker to access the account as noted at **page 5** of 11 of **Confidential Attachment 3**. The monthly payment plan arrangements are referenced on PDF **pages 4 and 8** of 11 of **Confidential Attachment 3.**

In his complaint to the DRO, Mr. Lincoln requested a copy of his billing and usage information back to 2017. The meter reads have already been provided in **Confidential Attachment 5.** Mr. Lincoln receives an invoice every two months which sets his consumption and charges for the bi-monthly billing period. Attached as **Confidential Attachment 6** is a copy of Mr. Lincoln's invoices from January 2020 to February 2026. Invoices before January 2020 are not available.

Mr. Lincoln's electric usage since opening the account has remained consistent for the billing periods each year, and his invoices set out the basis for the charges, as well as the amounts due under the payment plans / equal billing plans. The AMI meter which was installed in 2021 is operating within the prescribed limits, and the usage is consistent with the usage reported from 2017 to 2020 with the analog meter.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

Summary

While NS Power sympathizes with Mr. Lincoln's personal situation, NS Power agrees with the DRO's decision that Mr. Lincoln has been billed appropriately and accepts the directions for a 24-month payment plan.

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. Lincoln by e-mail.

Yours truly,

Jennifer Ross
Director, Regulatory Planning & Compliance

Encl.

c. Dave Lincoln

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

Lincoln DRO Appeal Attachment 2 has been removed due to confidentiality.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

Lincoln DRO Appeal Attachment 3 has been removed due to confidentiality.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

Lincoln DRO Appeal Attachment 4 has been removed due to confidentiality.

Lincoln DRO Appeal Attachment 5 has been removed due to confidentiality.