



March 25, 2026

REDACTED

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

Re: M12737 – DRO Appeal – Emily Martin

Dear Ms. Wallace:

On March 10, 2026 Ms. Emily Martin filed an Appeal of a decision of the Dispute Resolution Officer (DRO) relating to her electrical consumption and billing.

In the Nova Scotia Energy Board's (Board, NSEB) letter dated Wednesday, March 11, 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 Wednesday, March 25, 2026**. NS Power must also provide a copy of their response to the appellant, Emily Martin.

The following attachments are provided with this response:

- Confidential Attachment 1 – Complete DRO File
- Confidential Attachment 2 – CIS Account Notes
- Confidential Attachment 3 – Invoices
- Confidential Attachment 4 – Meter Reads
- Confidential Attachment 5 – Meter Test Results
- Confidential Attachment 6 – DRO Decision

Procedural Background

Please accept the following summary of activities and communications pertaining to the March 10, 2026 DRO decision being appealed by Emily Martin.

- February 17, 2026 – Ms. Martin emailed the DRO to dispute her December 2025

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to February 2026 bill for her residence at [REDACTED] Ms. Martin said that her invoice showed consumption of 9483 kWh in the billing period, resulting in a bill of \$1,865.48. Ms. Martin's initial communication to the DRO is referenced at **pages 2-4** of 18 of the DRO file which is included as **Confidential Attachment 1**. Ms. Martin was particularly concerned that NS Power was unable to provide her with evidence of her energy usage. In her complaint to the DRO, Ms. Martin advised that she had installed a heat pump and air handler in August 2023.

- February 18, 2026 – The DRO responded to Ms. Martin and NS Power. He summarized his role and asked Ms. Martin to consent to release her account information to him. The DRO also asked NS Power to provide its position in the matter as well as relevant account documentation. This is referenced on **pages 1-2** of 18 in the DRO file attached as **Confidential Attachment 1**.
- February 18, 2026 – NS Power confirmed that Ms. Martin had granted her consent to release her account information [REDACTED] to the DRO and provided the DRO with a copy of Ms. Martin's account ledger and the meter reads for her account. In its reply to the DRO, NS Power provided the following information and its position:

We are continuing to work on restoring all regular services to our customers following the cyber incident. Meters are now being reconnected to our billing system. Completing this process will take time. As meters are reconnected, more customers will receive a bill based on actual usage. Customers' bills will continue to indicate whether it is estimate or has been read. If the bill is based on an actual meter read, this may have been done either physically by a meter reader or remotely.

The customer's bills for June and October 2025 were based on estimated meter reads. Our customers will never pay for power they do not use. Any difference between estimated and actual usage will be addressed and accurately reflected on a future bill. The customer's bills for August and December 2025 and February 2026 were based on true reads.

The customer's total yearly usage has increased slightly over the past year.

Total Usage from February 2025 to February 2026 – 21,809 kWh used

Total Usage from February 2024 to February 2026 – 20,040 kWh used

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There was a scheduled meter read check for today, February 18th. The read was noted as 39952. The read obtained on February 9th was 38870. The customer has currently used 1082 kWh between Feb 9 and Feb 18.

It is NS Power's position that the customer has been billed appropriately. We are here to help. If the customer requires a payment plan on the balance, our Customer Care team is available at 1-800-428-6230. They can offer flexible, interest-free payment plans like Equal Billing.

This is all referenced on **page 5** of 18 in **Confidential Attachment 1**.

- February 19, 2026 – The DRO instructed NS Power to test Ms. Martin's serving meter #2540198 for accuracy in accordance with Board-approved Regulation 5.5 and to report results to the Customer and the DRO. This is referenced at **page 10** of 18 of **Confidential Attachment 1**.
- February 20, 2026 – NS Power advised that meter #2540198 was ordered for removal and accuracy testing. This is referenced at **page 11** of 18 in **Confidential Attachment 1**.
- March 9, 2026 – NS Power wrote to Ms. Martin to confirm the results of the meter test which indicate that the meter is operating within prescribed accuracy limits. This is referenced at **page 1** of 7 in **Confidential Attachment 5**. The screenshots showing the result of the meter testing are found at **pages 2-7** of 7 of **Confidential Attachment 5**.

NS Power also provided the meter test results to the DRO, along with a copy of the letter to Ms. Martin. This is referenced on **page 12** of 18 of **Confidential Attachment 1**.

- Month 10, 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[s] 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,

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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 ###2540198 is for accuracy and found that it to [b]e operating within prescribed accuracy limits.

Final Written Decision: In the context of Board approved Regulation 5.1, and 5.5, and the Electricity and Gas Inspection Act Regulations, N.S. Power has appropriately billed the Customer for on-premise[s] consumption at [REDACTED]

This is referenced on **pages 16 to 17** of 18 in the DRO file attached as **Confidential Attachment 1**.

- March 10, 2026 – Ms. Martin appealed the DRO's decision to the NSEB.

Contextual Background

Ms. Martin previously expressed concerns about her bills in February 2023 and 2024. This is referenced in **pages 1-4** of 5 in the CIS Account notes which are found at **Confidential Attachment 2**.

A summary of Ms. Martin's consumption by billing period from December 2021 to February 2026 is provided below.

Year	February	April	June	August	October	December
2021						302
2022	2519	2146	1489	1032	1283	2150
2023*	3526	2963	2218	495	1393	3114
2024**	5492	4722	2523	1579	1424	2494
2025	7298	4467	1964 estimated	3738 (-1964)	1928 estimated	4121 (-1928)
2026	9483					

*Ms. Martin's former meter (567112) was removed for testing and was replaced with a new meter (2532912). The December bill reflects consumption recorded on both meters (687 kWh and 2427 kWh).

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**Meter #2532912 was replaced with an AMI meter (2540198). The April 2024 bill reflects consumption recorded on both meters (1744 kWh and 2978 kWh).

Ms. Martin's energy consumption is typically highest in the February billing period, which reflects the usage from December to February. With the notable exception of August 2023, the consumption at Ms. Martin's residence has increased steadily each year.

Summary

NS Power understands Ms. Martin's frustration about her February 2026 bill. However, the meter testing shows the meter to be operating within prescribed limits. NS Power has no information about a customer's energy consumption beyond the metering point. NS Power agrees with the DRO's decision that Ms. Martin has been billed appropriately.

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 Ms. Martin by e-mail.

Yours truly,

A handwritten signature in blue ink, appearing to read 'Jennifer Ross', is positioned above the printed name and title.

Jennifer Ross
Director, Regulatory Planning & Compliance

Encl.

c. Emily Martin

[REDACTED]

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

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Martin DRO Appeal Attachment 6 has been removed due to confidentiality.