



Emily Martin [REDACTED]

DRO Final Written Decision re: Emily Martin consumption dispute

1 message

nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>

Tue, Mar 10, 2026 at 11:16 AM

Reply-To: nspdisputeresolution@gmail.com

To: [REDACTED]

Cc: customerrelations@nspower.ca

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)***Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744******nspdisputeresolution@gmail.com*****Emily Martin**

After review and consideration of all of the following and attached, my Final Written Decision in the matter follows.

I will begin by stating my role 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 at [REDACTED] [REDACTED] that based on your calculation of on-premise usage, you indicate "In total, for 60 days, my estimated cost based on maximally assumed usage of the greatest energy draws in my household should be \$1,602."; that you correctly indicate that "In total, the bill claims that my household consumed 9483 kWh in 65 days. After HST, my bill is \$1,865.48."; that your Jan and Oct bills were based on estimated readings; that Aug, Dec 2025 and Feb 2026 were actual readings; that once an actual reading is obtained, following an estimated reading, any estimation error is fully reconciled; that I Instructed N.S.Power to test your serving meter for accuracy per Board approved Regulation 5.5; and that test results indicate that meter [REDACTED] is operating within prescribed accuracy limits.

Board approved Regulations relevant to this matter are 5.1, 5.5, 6.4, and 6.7 – copy attached. Also relevant and attached are the Electricity and Gas Inspection Act Regulations.

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

The “Cumulative Nature” of power meters is similar to the odometer in a car. They are not reset to zero after a reading is taken from them. The meter (when brand new) starts at, and displays, the number zero and that number increases as energy - measured in kilowatt-hours (kWh) - is delivered through it. It stops registering energy usage when no power is being delivered and resumes when power starts to be delivered again. When power starts again the meter does not return to zero but adds to the previous number indication. The displayed number increases proportional to the rate at which energy (kWh) is being delivered. It performs much like the odometer in a car which accumulates miles in proportion to how far one drives and at what speed, as well as how often, one starts and stops. If an error is made in reading a meter on one occasion, it will not affect the number displayed on a subsequent reading. If for example a reading of 1000 is reported as 100, the next time a reading is taken it will still be something in excess of 1000 so if a Customer was billed for 100 Kwh when it should have been 1000, the Customer gets a short term “break” on being billed for 900 Kwh that were actually consumed, however if the next reading taken is 1500, that Customer will be billed for 1400 Kwh at that time. The net is that the Customer has been billed for 1500 Kwh consumption over a two bill period even though there was a meter reading error. (100 + 1400 – 1000 + 500). The same effect occurs if the meter reading is estimated, or erroneously reported, either higher or lower than the fact.

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 [REDACTED] is for accuracy and found that it to 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 consumption at [REDACTED]

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 on-premise 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 N.S.A.U.A.R.B. 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.

From: Customer Relations <customerrelations@nspower.ca>

Sent: Monday, March 9, 2026 1:07 PM

To: nspdisputeresolution@gmail.com

Cc: [REDACTED] Customer Relations <customerrelations@nspower.ca>

Subject: RE: DRO 19 Feb re: Emily Martin NSP bill dispute

Mr. Farmer,

The first attachment is a copy of the tests results on the meter that previously serviced the subject premises, Meter [REDACTED]

The second attachment is a letter to the customer advising of the results of the meter test.

Teri

From: Customer Relations <customerrelations@nspower.ca>

Sent: February 20, 2026 11:50 AM

To: 'nspdisputeresolution@gmail.com' <nspdisputeresolution@gmail.com>

Cc: [REDACTED] Customer Relations <customerrelations@nspower.ca>

Subject: RE: DRO 19 Feb re: Emily Martin NSP bill dispute

Mr. Farmer,

NS Power has ordered Meter [REDACTED] for removal and accuracy testing. Once complete, test results will be provided to both the DRO and the Customer.

Teri

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

Sent: February 19, 2026 3:28 PM

To: [REDACTED]; Customer Relations <customerrelations@nspower.ca>

Subject: DRO 19 Feb re: Emily Martin NSP bill dispute

****Exercise Caution** - This is an external email from: nspdisputeresolution@gmail.com.

Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.**

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

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

nspdisputeresolution@gmail.com

-
Emily Martin; N.S.Power Customer Relations

Emily Marin

With reference to the highlighted statements in your following 17 Feb email, I must repeat : 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.

I will Instruct N.S.Power to test your serving meter for accuracy per Board approved Regulation 5.5 (copy attached).

You may wish to discuss your on-premise consumption with Efficiency N.S.

N.S.Power

N.S.Power is hereby Instructed to test [REDACTED] for accuracy and report test results to the Customer and the DRO

Don Farmwer, P.Eng.

Dispute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>
Sent: February 18, 2026 2:16 PM
To: 'nspdisputeresolution@gmail.com' <nspdisputeresolution@gmail.com>
Cc: [REDACTED] Customer Relations
<customerrelations@nspower.ca>
Subject: RE: 17 Feb email to the DRO from :Emily Martin re NSP bill dispute

Mr. Farmer,

Access for the DRO has been granted on subject account# [REDACTED]

The first attachment is a copy of the account ledger for the subject account.

The second attachment is a copy of the meter reads obtained for the subject account.

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 estimated 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 differences 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's used

Total Usage from February 2024 to February 2025 -20,040 kWh's used

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.

Teri

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Sent: February 18, 2026 10:28 AM
To: [REDACTED] Customer Relations <customerrelations@nspower.ca>
Subject: 17 Feb email to the DRO from :Emily Martin re NSP bill dispute

****Exercise Caution** - This is an external email from: nspdisputeresolution@gmail.com.
Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.**

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

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

Emily Martin; N.S.Power Customer Relations

Emily

In response to your following email, 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.

If you have not already done so, please contact N.S. Power by telephone at 1-800-428-6230 and give them your consent, to release your account information, to me. Alternatively, N.S.Power may contact you by email seeking consent after they receive this email.

Please copy N.S.Power at the email address above on all future email to me. They will similarly copy you on their email to me related to this matter.

Your dispute is 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. As part of my investigation of this matter, I will determine if estimated meter readings are a factor in your dispute. 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 off the cumulative, and self-reconciling nature, of the meter reading process.

N.S.Power

Please provide me with N.S.Power’s position in the matter as well as copies of relevant account statements, meter reading information, and relevant computerized notes or notices.

Don Farmer, P.Eng.

Dispute Resolution Officer

From: Emily Martin <[REDACTED]>
Sent: February 17, 2026 5:07 PM
To: nspdisputeresolution@gmail.com
Subject: Emily Martin - NSP bill dispute

Dear Dispute Resolution Officer,

I am emailing you to dispute my Nova Scotia Power (NSP) bill, due March 13th, with service from December 6th 2025 - February 9th 2026 for my residence of 6135 Duncan Street.

In total, the bill claims that my household consumed 9483 kWh in 65 days. After HST, my bill is \$1,865.48.

Facts about energy consumption in my household:

- I have an outdoor ducted heat pump and an indoor air handler and have had this heating system since August of 2023. Our house is set to heat at 21C. The heat pump runs for a maximum of 20 hours per day.
- Other important draws of electricity include a fridge, a washing machine and dryer, an oven, and a dishwasher. Our pattern of usage of these appliances has not changed in years.
- We have 2 electric baseboard heaters which are turned off year-round.
- My energy usage for this same billing period in 2024 was 7298 kWh for 69 days. This current bill (2026) reflects an increase of over 2000 kWh for a shorter billing period with fewer cold days than 2024 (please see Environment Canada for a detailed record of daily temperatures in Halifax in 2024 and 2025).
- My heat pump is regularly serviced and our air filters changed frequently for maximum efficiency.

To evaluate for any discrepancies in the power usage, I calculated the following:

1. Heat pump: assuming the highest capacity of the heat pump (60,000 Btu-h), an HSPF rating of 11.2, 24 hour per day usage, and a 30 day month, the following kWh can be estimated

$$60,000 \text{ BtuH} / (11.2 \times 1000) \times 24 \text{ hr} \times 30 \text{ d} = 3857 \text{ kWh/month}$$

Multiplying the kWh by the most recent increase in energy rates, \$0.185/kWh (noting that my current 2026 bill is partly billed at the previous rate of \$0.181/kWh), the following monthly estimated cost is

$$3857 \text{ kWh/month} \times 0.185 = \$713/\text{month}$$

Multiplied by 2 to reflect the same billing period, the total energy usage for CONSTANT air pump electrical draw would be \$1426.

2. Air handler: assuming the maximum wattage usage at maximal air speed of 576 W, running 24 hour per day usage, assuming a dirty filter (efficiency of 85%), and a 30 day month, the following kWh can be estimated

$$576 \text{ W} \times 24 \text{ hr} \times 1.15 \text{ (increased electrical draw from dirty filter)} \times 30 \text{ d} = 477 \text{ kWh/month}$$

Multiplying the kWh by the most recent increase in energy rates, \$0.185/kWh (noting that my current 2026 bill is partly billed at the previous rate of \$0.181/kWh), the following monthly estimated cost is

$$477 \text{ kWh} \times 0.185 = \$88/\text{month}$$

Multiplied by 2 to reflect the same billing period, the total energy usage for CONSTANT air handler electrical draw at reduced efficiency would be \$176/month.

In total, for 60 days, my estimated cost based on maximally assumed usage of the greatest energy draws in my household should be \$1,602.

My bill claimed that my daily energy use averaged 145.9 kWh per day. Multiplying 145.9 kWh x 5 days x \$0.185 would be an additional \$135, for a total of \$1,736 for the 65 day period.

My estimated usage, based on maximal theoretical energy usage and only the new rate of \$0.185/kWh, is STILL \$40 below the pre-tax bill amount NSP has presented to me. This difference is unlikely to be made up by my usage of other household appliances, which are all rated for energy efficiency and used a handful of times per week.

Given that my meter is functioning properly, I have not changed my energy usage, my heat pump is functioning as it should, and the weather is not significantly different from this time last year, I dispute this bill and ask that the Dispute Resolution Officer look into this matter to find a reasonable, evidence-based explanation for the unexplained increase in kWh usage.

My communications thus far with Nova Scotia Power include the following:

1. Emailing customer service on February 12th to ask for an explanation of my unexplained increase in kWh usage. I received a response on February 17th that stated that NSP is not managing email inquiries, and to call customer service.
2. Phone call with customer service on February 13th to ask for an explanation of my unexplained increase in kWh usage. I was told that my meter is functioning correctly, that my meter was read (not estimated), and that I should pursue an energy assessment with Efficiency Nova Scotia (which I completed in 2024). The customer service agent could not provide my daily usage as he claimed that the cybersecurity incident resulted in the loss of this data being recorded.
3. An NSP employee is scheduled to confirm the meter function on February 18th.

I am dissatisfied with NSP's explanations. NSP cannot provide me with evidence of my energy usage, and I have provided evidence of my energy usage. Please see the attachments for further specifications of my residential heating system. Please let me know if there is any additional information you require.

Please respond at your earliest convenience.

Sincerely,

Emily Martin

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Attachment Limits Emera will not accept email larger than 50MB or emails containing high risk attachments like ZIP, EXE or others that could contain viruses. If you have a business need to send such an email, please contact the recipient for instructions.

7 attachments

 **Emily Martin Meter Test Results .pdf**
122K

 **Emily Martin Meter Test results letter .pdf**
130K

 **NEW Electricity and Gas Inspection Act Regulations - Copy.pdf**
329K

 **Regulation 5.1 Estimated Readings - Copy.pdf**
30K

 **Regulation 5.5 - Copy - Copy.pdf**
30K

 **Regulation 6.4 - Copy.pdf**
28K

 **Regulation 6.7 - Copy.pdf**
26K