

August 6, 2026

[REDACTED]

Emily Martin

[REDACTED]

Dear Ms. Martin:

M12737 – NS Power Inc. - Appeal by Emily Martin of a Decision of the Dispute Resolution Officer

The Nova Scotia Energy Board (Board) has completed its review of your appeal regarding your NS Power Inc. (NS Power) account. The Board understands your concerns regarding the February 2026 bill, the estimated bills issued during 2025, and the impacts of NS Power's cybersecurity incident on the availability of detailed usage information.

The issue before the Board is whether NS Power accurately measured and billed the electricity delivered to your property.

The Board reviewed the information filed in this matter, including the meter test results, billing records, meter reading history, historical consumption data, and NS Power's responses to the Board's Information Requests.

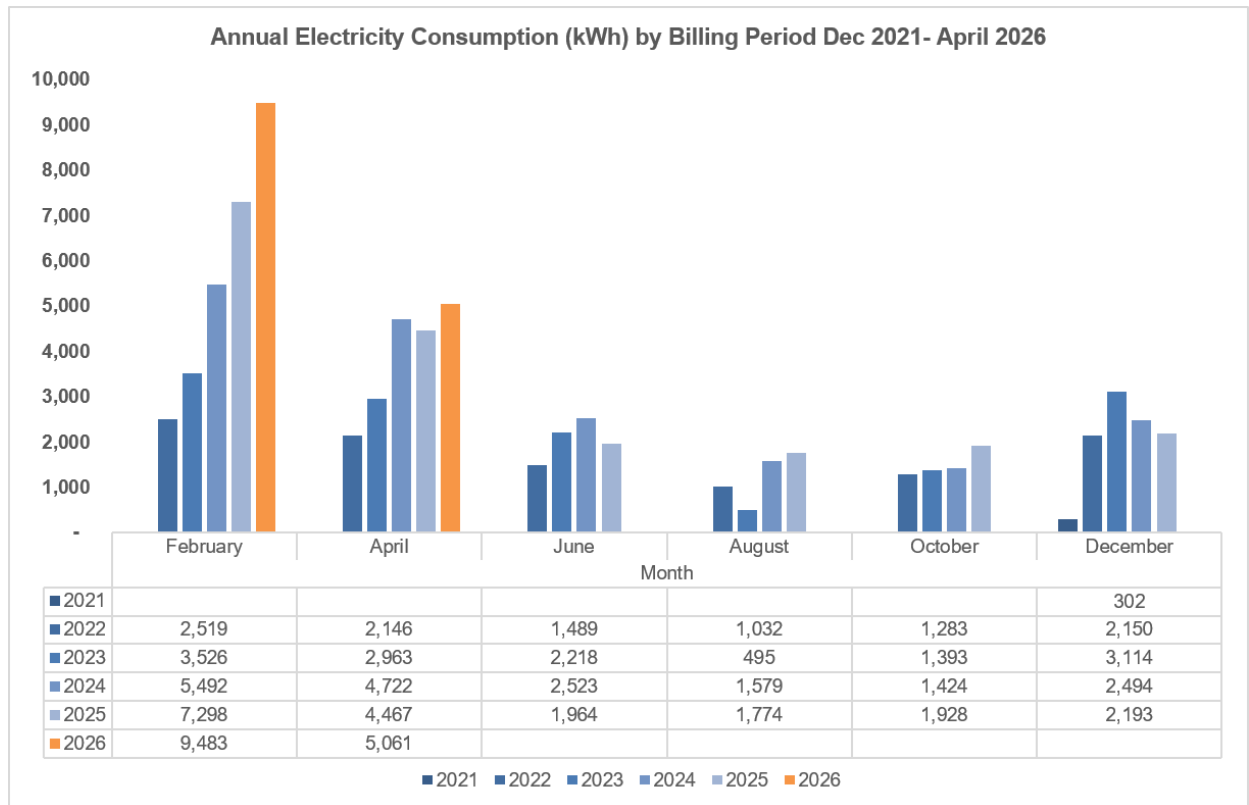
A key consideration in this matter is the accuracy of the meter. Under NS Power's *Regulations*, electric service is recorded by the meter. In plain terms, the meter is the measuring point for electricity entering the property. NS Power is responsible for delivering electricity to the meter and measuring what passes through it. What happens after electricity passes through the meter is determined by the specific characteristics and energy demands of the home. Factors influencing usage may include space heating, water heating, household appliances, number of occupants, insulation efficiency, and other electrical equipment. NS Power does not control those things inside the home. The Board must decide whether the electricity was delivered and measured properly, not whether every item inside the home used electricity efficiently.

At the request of the Dispute Resolution Officer, the meter serving your property was removed and tested. The test confirmed that the meter was operating within the applicable Measurement Canada accuracy standards. There is no evidence before the Board that the

meter was malfunctioning or inaccurately recording electricity consumption. The evidence shows that the electricity usage recorded on your account reconciles with the meter readings and the resulting charges.

The Board also reviewed NS Power's explanation regarding the estimated bills issued in June 2025 and October 2025. The evidence shows that these bills were estimated following the cybersecurity incident and were subsequently reconciled when actual meter readings became available. NS Power confirmed that the February 11, 2026, bill did not include deferred consumption from those estimated billing periods and reflected 9,483 kWh of actual consumption recorded between December 6, 2025, and February 9, 2026.

The Board further considered the historical consumption information for the account which is illustrated below.



The evidence shows that electricity consumption, particularly during coldest winter billing periods, has generally increased over time. Historical February consumption was 2,519 kWh in 2022, 3,526 kWh in 2023, 5,492 kWh in 2024, 7,298 kWh in 2025, and 9,483 kWh in 2026. Similar increases are evident in other billing periods. While some of the historical consumption reflected in the 2025 graph may be based on estimated bills rather than actual meter reads, this does not materially alter the overall trend, as the estimated consumption does not deviate from the general pattern observed in periods supported by actual meter readings. While February 2026 consumption is significantly higher than earlier years, the Board does not find that it represents a sudden or isolated increase inconsistent with the overall historical trend for the account.



The Board acknowledges your concern that NS Power was unable to provide detailed interval usage data following the cybersecurity incident. However, the evidence indicates that while the incident affected NS Power's ability to receive 15-minute interval data from AMI meters, it did not affect the meter's ability to record electricity consumption or the subsequent testing of the meter.

The Board's role in this appeal is to determine whether NS Power accurately measured and billed the electricity delivered to the metering point. NS Power is responsible for the accuracy of the meter, the meter readings, and the resulting bill. It is not responsible for how electricity is consumed within a customer's premises beyond the meter.

Based on the evidence before it, the Board finds the following:

1. The meter serving the property was operating within applicable accuracy standards;
2. The estimated bills issued in 2025 were subsequently reconciled using actual meter readings;
3. The February 2026 bill was based on an actual meter reading and did not include deferred consumption from prior estimated billing periods; and
4. The historical consumption information supports a pattern of increasing usage over time rather than a sudden unexplained billing anomaly.

Accordingly, the Board finds that NS Power appropriately billed the account for the electricity recorded by the meter. The appeal is therefore denied.

Yours very truly,



Richard J. Melanson, LL.B
Member

