



April 1, 2026

REDACTED

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

Re: M12747 – DRO Appeal – Allan King

Dear Ms. Wallace:

On March 15, 2026 Allan King filed a complaint appealing a decision of the Dispute Resolution Officer (DRO) regarding his February 2026 invoice from NS Power.

In the Nova Scotia Energy Board's (Board, NSEB) letter dated March 18, 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 April 1, 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 [Allan King].

Mr. King is appealing a decision by the Dispute Resolution Officer (DRO) dated March 12, 2026.

Attached to this response are the following documents:

- **Confidential Attachment 1** – The complete DRO file as provided by the DRO
- **Confidential Attachment 2** – Invoices from February 2024 to February 2026.
- **Confidential Attachment 3** – CIS account and communication notes
- **Confidential Attachment 4** – DRO decision dated March 12, 2026

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Please accept the following summary of activities and communications pertaining to the March 12, 2026 DRO decision being appealed by Mr. King.

Procedural Background

- March 10, 2026 – Mr. King contacted the DRO to formally dispute his invoice of \$1,126.42. This is referenced on **page 4** of 15 in the DRO file attached as **Confidential Attachment 1**.
- March 10, 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 **page 2** of 15 in the DRO file attached as **Confidential Attachment 1**.
- March 11, 2026 – Mr. King confirmed his consent to release his personal information to the DRO. This is referenced on **page 5** of 15 in the DRO file attached as Confidential Attachment 1
- March 11, 2026 – NS Power provided its position to DRO, stating the following:

We are continuing to work on restoring all regular services to customers following this 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.

Our customers will never pay for power they do not use. Any differences between estimated and actual usage will be addressed and accurately reflected in a future bill. The customer's meter reads for June, August, October, and December were estimated. The February 2026 meter read was a true read and the bill was the reconciliation bill.

The customer stated he had heat pumps installed in October 2025. This would cause an increase in electric usage if the previous heating method was oil or wood.

It is NS Power's position that the customer has been billed appropriately. We are here to help. If the customer requires a

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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.

NS Power attached the account ledger and meter reads for the subject account (REDACTED). This is referenced on **page 6** of 15 in the DRO file attached as **Confidential Attachment 1**.

- March 12, 2026 – The DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

...

Once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled. Your estimated usage over the Oct and Dec 2025 periods was clearly lower than the actual usage.

Final Written DRO Decision: In the context of Board approved Regulation 5.1, N.S. Power has appropriately billed the Customer for service to 2222 Highway #3 (Account # REDACTED).

This is referenced on **page 2** of 3 in the DRO Decision attached as **Confidential Attachment 4**.

- March 12, 2026 – Mr. King appealed the DRO’s decision with the NSEB.

Contextual Background

- As noted in the CIS notes included at **page 1** of 3 in **Confidential Attachment 3**, Mr. King contacted NS Power in February 2025 to advise that he was looking into installing heat pumps to convert his home from oil heat to electric heat.
- Mr. King’s energy consumption and meter readings for the last two years are set out in the table below. This information comes from the invoices which are included as **Confidential Attachment 2**. Information highlighted in green represents estimates for those billing periods.

Year	February	April	June	August	October	December
	18182.96	18584.97	18950.51	19293.13	19715.01	20109.34
2024	512	402	366	343	422	394

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Year	February	April	June	August	October	December
	20615.16	21014.83	21400.83*	21778.83*	22206.83*	22953.83*
2025	506	400	386	378	428	1579 1192- = 387
	28265.62					
2026	5672					

*Estimated meter reads

- According to Mr. King's initial complaint to the NSEB dated March 4, 2026, Mr. King installed heat pumps in his home in October 2025 after having heated his home with oil and wood for two years. Following the cyber incident, NS Power was unable to obtain true meter readings, and Mr. King's consumption was estimated for the June through December invoices. The estimated consumption was based on Mr. King's historical usage for the same periods. NS Power was unaware of Mr. King's heat pump installation, so there was no basis to increase the estimated consumption for the last two billing periods in 2025. Mr. King's electric usage increased following the installation of his heat pumps, so the estimates for both the October and December bills were artificially low. The December 2025 invoice was for only 387 kWh, which was less than his consumption in the same period the previous year.

Summary

NS Power is sympathetic to Mr. King's personal situation, particularly in the circumstances that he has shared where he lives alone and is on a fixed income.

Respectfully, NS Power agrees with the DRO's decision that Mr. King has been billed appropriately for his usage.

As noted in NS Power's response to the DRO (at **page 6** of 15 in **Confidential Attachment 1**), NS Power can assist Mr. King with arrangements to pay his balance and can offer solutions such as equal billing.

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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. King by e-mail.

Yours truly,

A handwritten signature in blue ink, appearing to read "Jennifer Ross", with a stylized, cursive script.

Jennifer Ross
Director, Regulatory Planning & Compliance

Encl.

c. Allan King

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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