

From: Christine & Ian [REDACTED]
Sent: February 11, 2026 1:47 PM
To: nspdisputeresolution@gmail.com
Subject: Please assist

Nova Scotia Power Disputes Resolution

Re: account [REDACTED]

I phoned NS Power this morning and was on the call for 1 hour and 7 minutes.

I was unable to obtain answers to some questions (both ladies stated they did not know the answers) and an answer I do not believe is correct. I will number the issues for consideration.

1. In 2025 (Jan), the system seemed to change us from our 2 monthly billing cycle. When we received our bill in March 2025 I phoned to see what was happening and they did not know why it changed and thus fixed it. The power bill I received on Feb 9, 2026 was again for more than 2 months. I asked today why this occurred and they were unable to answer this for me. Apparently this has been looked at. Would you please confirm for me when our next metre read is scheduled for?

2. I questioned why the 3 different rates on our current bill. The comment was made regarding an email dated November 13, 2025 that there was a hold put on the Critical Peak program. It directed customers to a link. I admit, I felt no need to look at any link as for some reason I had already figured the events had been paused. However, I am informed that this was for a rate change. However and most importantly, when I signed up for the program I did not agree to a higher rate. I agreed to the program BECAUSE of the lower rate. To merely tell customers you are going to pause and then charge more because you are unable to get the services required for the program to operate is not a customer issue. This is a NS Power issue. If you happily change my rates then where is the incentive for NS Power to get this changed quickly? I submit for you a excerpt from a NS Power email dated December 13, 2023 regarding acceptance into the program:

"Outside of critical peak events and winter season, your rate will always be lower. This means your savings will add up when you're paying a lower rate and there are no peak events."

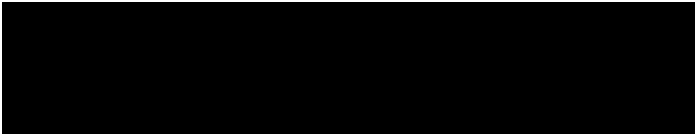
This does not state that I will have to pay the higher rates while the company has issues....it states in bold that my rate will always be lower. There is no exception listed. And that rate did not change up until this current bill.

Therefore, I believe the rate listed on my bill requires recalculation to the correct rate and sorted for the upcoming bills to reflect the lower rate - no matter how long it takes NS Power to organize themselves.

3. Lastly, I am not sure an answer can be had from this but I will at least ask it. During the whole period of our bills being estimated and not read, our usage was consistently lower than what was estimated. I even wrote a letter to NS Power in September 2025 but never had a response. I was concerned about the excessive estimates. However, when our meter was apparently read on January 29 this year, I again took a photo of the meter on Feb 9 - when the bill was delivered via email. I find it very difficult to understand if our bills were continually over estimated how we ended up with a bill ending the 29th of January and the Feb 9 reading on the meter was 38931 (an indication we had used 207.3 kwh since the 29th of January). To use the argument that we are in winter is not one that works for our home as we have always utilized a wood furnace for heating. I did not give a figure in my September email to NS Power but to the best of my knowledge that bill was approximately \$100 over our actual usage. I am left perplexed.

I look forward to your assistance on the above matters.

Christine Cameron



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On 2/11/2026 3:32 PM, nspdisputeresolution@gmail.com wrote:

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

Christine Cameron; N.S.Power Customer Relations

Christine

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.

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 off the cumulative, and self-reconciling nature, of the meter reading process. The self-reconciling process is more fully explained in the immediately following paragraph.

N.S.Power

Please provide me with N.S.Power's position in the 3 matters 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: Christine & Ian [REDACTED]
Sent: February 11, 2026 4:30 PM
To: nspdisputeresolution@gmail.com
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: Re: 11 Feb email to the DRO from Christine Cameron re Please assist

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

Don,

This all sounds excellent, thank you.

As I understand, below you are directly asking NS Power to provide you with the information....correct?

And, if this will suffice, **I, Christine Cameron, provide full consent for this information to be shared with Don Farmer for the purpose of a resolution.** I hope it does suffice as I really am unwilling to wait on hold on their line for another extended period of time.

Thank you,

Christine Cameron

From: Customer Relations <customerrelations@nspower.ca>

Sent: February 12, 2026 11:46 AM

To: nspdisputeresolution@gmail.com

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

Subject: RE: 11 Feb email to the DRO from Christine Cameron re Please assist

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.

NS Power responds to the customers concerns:

1. The power bill I received on Feb 9, 2026 was again for more than 2 months.

The customer is on the Time-Varying Pricing (TVP) Critical Peak Pricing (CPP) Pilot Plan. Due to the recent cyber incident, the meter reads for the TVP CPP plan need to be manually entered by our billing team into the billing system. The process is timely and our billing team processes these as quickly as possible. The customer's bill cycle was slightly extended to 76 days from the normal 55 to 65 day cycle. NS Power apologizes for any inconvenience this may have caused.

Would you please confirm for me when our next metre read is scheduled for?

The customer's next meter read is scheduled for approximately March 17th to 20th.

2. Questioned why the 3 different rates on our current bill.

The 3 rates on the current bill are for the rates charged during the current bill cycle of November 14, 2025 to January 29, 2026. Our Time-Varying Pricing Rate Pilot has been temporarily paused. This change will remain in place until we restore full functionality to operate the pilot again. Attached is the Approval from the NSEB for the suspension of the TVP CPP plan.

The breakdown of the 3 rates on the current bill is the TVP CPP rate (0.15852) from November 15 to December 1, 2025 (when the TVP CPP was paused). The standard rate (0.18561) from December 2 to December 31, 2025. And the new 2026 standard rate (0.18187) from January 1 to January 29, 2026.

3. During the whole period of our bills being estimated and not read, our usage was consistently lower than what was estimated.

The customer's bills for May, July, September, and November 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 in a future bill. The January 2026 bill was a true read.

It is NS Power's position that the customer has been billed appropriately.

Teri

On 2/12/2026 1:09 PM, nspdisputeresolution@gmail.com wrote:

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

Christine Cameron

Per the immediately following , this matter appears to be resolved. Do you Agree ? If so, I will close my file on the matter. If not, I will issue a Final Written Decision on the matter which you may appeal to he NSEB.

Re 2 - In addition to following highlighted statements, see the attached M12499 Board order re temporary suspension of TVP pricing.

Re 3 – Once an actual meter reading is obtained, following estimated meter readings, all estimation error is fully reconciled.

Don Farmer, P.Eng.

Dispute Resolution Officer

From: Christine & Ian <[REDACTED]>
Sent: February 12, 2026 3:27 PM
To: nspdisputeresolution@gmail.com
Cc: customerrelations@nspower.ca
Subject: Re: DRO 12 Feb re Christine Cameron dispute

Don Farmer, P.Eng.

Dispute Resolution Officer

Don Farmer,

No, I do not agree. My response is as follows:

Point 1. Is NS Power saying that the meter was read earlier than January 29 due to "the process is timely and our billing team processes these as quickly as possible"? I do require an exact answer to this. This also was part of my concern for point 3. I do understand that the final reading should bring everything together. However, if that is the case, we will

require our most recent power usage to be looked into. The reasoning for this is at every point while the bills were estimated, we were always charged \$100 over what we actually used. (I took photos of the meters each time a bill arrived). If the actual reading of our meter was correct, between the last estimate and this current reading, it means we used an excessive amount of power more than we normally use. And again, we use wood to heat - not power.

Point 2. The NS Energy Board may have decision oversight with NS Power but this program was between myself and NS Power. Upon entering the program I was told the pricing would remain low, whether there were critical peak periods or not. It is not up to the customer to make up some potential shortfall of \$500,000 that is noted in the NS Energy Board's letter of October 25, 2025. That was never part of the program nor is it a fact that should be reflected on my rate. If NS Power would like to come up with new wording for new customers entering the program that is fine. However, those of us who joined prior to this, had the statement made to us that our rates would always be lower. **(*Please note: I will forward the email of December 13, 2023 immediately following this email)**

I note that the Board made mention of a delayed request by NS Power to keep the program rates going, instead of pausing it. The program is legally between myself and NS Power. Whether the intent was to have the Board take a decision out of their hands or honestly asking for the rates to remain is not an issue. Both parties (NS Power and myself) agreed to the program for our home and I have not removed my agreement of the lower pricing of the program. Again, that was the deciding factor for me.

I have copied the below paragraph from page 2 of the letter from the NS Energy Board dated October 25, 2025:

"FINDINGS

The Board shares the same concerns identified by the parties in their submissions. TVP programs are designed to incent different customer electricity usage to benefit the system by shifting load and deferring or eliminating significant capital costs by delaying infrastructure

spending for extra energy capacity. If price signals do not exist to change energy usage when NS Power's system is down, there is no benefit to the system. Further, a TVP program

should be revenue-neutral. If the TVP Tariffs proposed by NS Power were adopted, revenues would be lost to the system and may ultimately have to be recovered from other ratepayers. The Consumer Advocate's consultant estimated this revenue shortfall as up to \$500,000."

The statement from the NS Energy Board suggests that if the program does not benefit the company, ratepayers will have to pay the costs. It is quite an obvious omission that there is some responsibility to be had in how the company is run and that does not come down to me the customer. It should not be my cost to absorb.

In the findings, the Board also sees my active participation in the program as a way of deferring or eliminating significant capital costs by delaying infrastructure spending. Again, an obvious omission of responsibility by management of the company.

Further to all of this, NS Power is unable to identify what power was used after the rate increase because the only actual reading was January 29, 2026. Nothing tells them what power was actually used from the date of increase, it is all a guess based on their estimates.

It appears the Board is backing the behavior of NS Power to repair instead of active maintenance and infrastructure spending. And for this poor management style, I am expected to fight to have a legal agreement honored.

As a closing remark, the information that NS Power sent to me as a customer of the Critical Peak program was not upfront in providing the information. The first comment was that the program was on hold. That we already knew. The receiver had to click and follow a link to absorb that the costs were going to change and what they would be. It was not transparent.

Thank you for your consideration and the original Critical Peak email from NS Power will immediately follow,

Christine Cameron

Hampton Mountain, NS

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

Sent: February 14, 2026 1:01 PM

To: Customer Relations <customerrelations@nspower.ca>

Cc: [REDACTED]

Subject: DRO 14 Feb re Christine Cameron billing dispute with N.S.Power

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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

N.S.Power.

Please comment on the Customer's following Points (including the highlighted statements) as well as the attached email re the TVP program.

The attached Meter read record does not indicate any estimated meter readings. Please confirm such is factual or provide data re which months were estimated.

N.S.Power is hereby Instructed to test meter # [REDACTED] for accuracy per Board approved Regulation 5,5 - copy attached.

Don Farmer,
P.Eng.

Dispute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>

Sent: February 17, 2026 2:41 PM

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

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

Subject: RE: DRO 14 Feb re Christine Cameron billing dispute with N.S.Power

Mr. Farmer,

NS Power is regulated by the Nova Scotia Energy Board (NSEB). They are responsible for ensuring customer receive power at fair rates. NS Power confirms that it is acting in accordance with the Nova Scotia Energy Board's October 28, 2025, decision confirming the applicable Time-Varying Pricing (TVP) tariffs for the 2025–2026 season.

Due to system limitations resulting from the cyber incident, the Board ordered that, while TVP system functionality is unavailable, all customers enrolled in the TVP program be billed at the applicable standard offer rate.

The Board did not approve or direct any compensation or discounted pricing for TVP participants during the temporary suspension. This determination was based on the requirement in the *Public Utilities Act* that customers receiving the same service be charged the same rate. When time-varying price signals and the ability to load shift are unavailable, TVP participants receive the same service as other residential customers and must therefore pay the same rate.

The customer's bills for *May, July, September, and November 2025* were based on estimated meter reads. The *January 2026* bill was based on a true read.

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: Christine & Ian [REDACTED]
Sent: February 19, 2026 1:32 PM
To: nspdisputeresolution@gmail.com
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: Re: DRO 18 Feb re Christine Cameron billing dispute with N.S.Power

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To: Don Farmer, Dispute Resolution Officer

Further to my correspondence of yesterday, February 19, 2026 - I wish to clarify and narrow my position to ensure the issue under consideration is precise.

To be clear, my objection is not simply philosophical disagreement with the NS Energy Board's authority. My concern is the implementation of the rate change at the customer level, particularly in the absence of a contemporaneous verified meter read and following a year of estimated billing in 2025. It is not reasonable, nor procedurally sound, to apply a rate change effective December 1, 2025 without a confirmed physical meter reading establishing the precise usage at that date. Any allocation of usage across rate classes without an actual read necessarily relies on estimation. That creates material uncertainty as to whether customers were charged accurately.

For my own understanding of usage, I remain waiting for the exact date of the most recent physical meter read.

Separately, I must reiterate that the enrollment communication dated December 13, 2023 expressly stated that outside of critical peak events, rates would always be lower. That language was absolute. There was no conditional qualifier, no contingency clause, and no reference to potential suspension of lower rates. Customers relied on that representation in choosing to participate in the pilot program and in altering household energy usage

accordingly. While I recognize tariff authority ultimately governs rates, representations made directly to customers carry legal weight when they induce participation and reliance. That issue remains unresolved.

Sincerely,

Christine Cameron

On 2/18/2026 10:18 AM, nspdisputeresolution@gmail.com wrote:

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

Christine Cameron; N.S.Power Customer Relations

I will issue a Final Written DRO Decision in this matter shortly after meter test results are available.

Don Farmer, P.Eng.

Dispute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>

Sent: Monday, March 16, 2026 10:32 AM

To: nspdisputeresolution@gmail.com

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

Subject: RE: DRO 18 Feb re Christine Cameron billing dispute with N.S.Power

Mr. Farmer,

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

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

Teri