

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

Sent: March 16, 2026 12:32 PM

To: [REDACTED]

Cc: customerrelations@nspower.ca

Subject: DRO Final Written Decision re Christine Cameron billing dispute with N.S.Power

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

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Christine Cameron

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

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.

Your Dispute in summary is: that you have service from N.S.Power at [REDACTED]
[REDACTED]; that you believe "the system seemed to change us from our 2 monthly billing cycle"; that you indicate that your 9 Feb bill returned to a two month cycle; that you seek confirmation of your next scheduled meter reading (currently scheduled for 17 March); that you "questioned why the 3 different rates on our current bill."; that you indicate a "comment was made regarding an email dated November 13, 2025 that there was a hold put on the Critical Peak program" with a rate change'; that "when I signed up for the program I did not agree to a higher rate."; that "I agreed to the program BECAUSE of the lower rate."; that "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." but is "a NS Power issue"; that the TVP

program temporary hold was approved by the NSEB (Attached 28 Oct 2025 Board Order M12499); that you indicate that N.S.Power had earlier indicated (attached program brochure) “Outside of critical peak events and winter season, your rate will always be lower.”; that you indicate that “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”; that you indicate that “During the whole period of our bills being estimated and not read,” that you believe that “our usage was consistently lower than what was estimated”; that N.S.Power indicate that “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.”; that N.S.Power indicate “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.”; that “The customer’s bills for May, July, September, and November 2025 were based on estimated meter reads.” and “The January 2026 bill was a true read.” and that “Any differences between estimated and actual usage will be fully reconciled in a future bill”, that I Instructed N.S.Power to test your serving meter for accuracy; that test results indicate that meter #2282001 is operating within prescribed accuracy limits; and in spite of the Bord Order, you believe “The program is legally between myself and NS Power”.

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.

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

Meter that test results indicate that meter [REDACTED] is operating within prescribed accuracy limits.

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 customer's bills for May, July, September, and November 2025 were based on estimated meter readings (**meter read record and ledger attached**). The January 2026 bill was an actual reading. Any differences between estimated and actual usage is fully reconciled when an actual reading is obtained following an estimated meter reading

N.S.Power is legally required to comply with Board Orders,

Final Written DRO Decision: In the context of Board approved Regulations 5.1, 5.5, 6.4, and the Electricity and Gas Inspection Act Regulations, and the Public Utilities Act, and Board Order M12499, N.S.Power has appropriately billed the Customer for energy at 1624 Hampton Mountain Rd (Account # 1749647-2).

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 wish to discuss your on-premise energy consumption with Efficiency Nova Scotia.

Don Farmer,
P.Eng.

Dispute Resolution Officer

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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 per Board approved Regulation 6.7

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Regulation 5.5 of the Regulations that govern N.S. Power's operations, as approved by the N.S.U.A.R.B., 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.