

CENTRON®



CONTAINS: [REDACTED]
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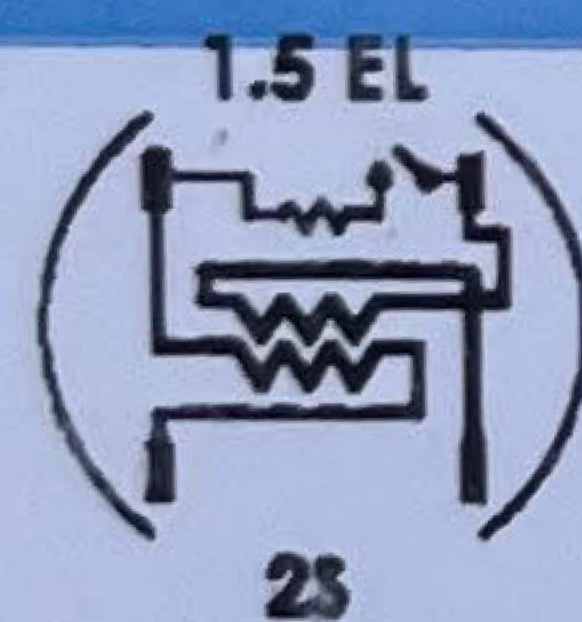
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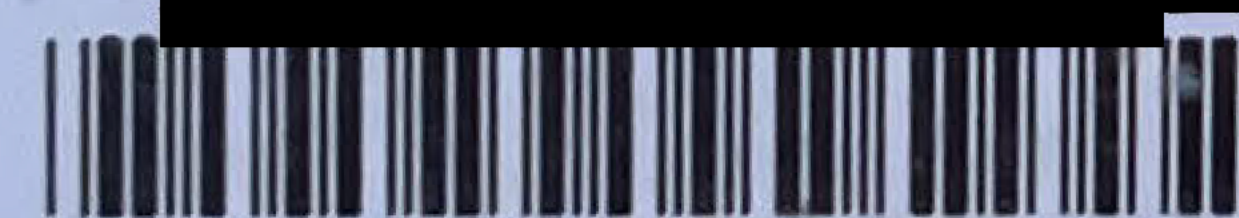
0.5-200A 240V 1PH TYPE C2SRD

3 FILS
WIRE



Nova Scotia
POWER
An Emera Company

FM 2S
60 Hz
Kh 1.0



660017FA9C
FW1: 164



48 KW MAX
SLIDING 15 MIN.
UPDATE 5 MIN.

MULT X 1

OpenWay® Riva™



by Itron
3450510
12/19

NSP1
7021363

From: Christine & Ian

Sent: Wednesday, September 24, 2025 8:39 AM

To: questions@nspower.ca

Subject: Fw: requests for service

Nova Scotia Power Payment/billing: Please be advised, we continue to have our house metre usage estimated. When I phoned on Aug 5, I was assured that it would actually be read by the next bill. It was not. Therefore, I will only be paying what we have actually used for our next payment. If your billing department wishes to discuss this matter with me, please phone me directly. I will not be phoning you. Also, please be advised that you will not charge any late fee for the different amount being paid. If you wish to discuss this, please phone me directly. This will continue until we have our metre actually read. The above information has been shared with the Nova Scotia Energy Board. Thank you, Christine Cameron [REDACTED]

[REDACTED]

Nov. 21 37382.86 (14.4)
Jan 29 38723.7 (17.6)

1,340.84 (76 days)

brilliant - voicemail

Feb. 9 38931 (207,3)
18,84

leave a message.

vs. Power

Dec. 57 days
rate 0.15852

Mar. 9 76 days (283)
rate 0.15852

0.18561 (529)

0.18187(529)

Anna

NOV 13

Feb. 11 new bill (actually read)

? ☒ 1. why showing \$0 owing? now not \$0 ☒

☑ 2. new bill 3 months (should be 2! called last year)

✓ 3. what are extra charges?
email was advised with no actual rates.

✓ 4. is provincial rebate a %? ~~105~~ (9% approx)

5. what happened to time of case rates?
Pilot program?

~~email sent
for correction.~~



 [Login/Register to Manage Account](#) 

Critical Peak Pricing

[Home](#) > [Your Home](#) > [Managing Your Energy Use and Bill](#) > [Residential Rates](#) > [Critical Peak Pricing Rate Plan](#)

CRITICAL PEAK PRICING RATE PILOT

Beat the peak and save! Shift your energy use from November to March during critical peak events to save on your power bill. Critical peak events are four-hour periods when we anticipate demand for electricity to be highest during the winter months.

Applications for the Time-of-Use Rate Pilot and Critical Peak Pricing Rate Pilot are now closed. [Sign up for our mailing list](#) to be the first to hear when applications reopen!



The Critical Peak Pricing Rate Pilot is ideal if you can shift energy use outside the Critical Peak events within a day's notice – these are four-hour events when we anticipate that our electrical grid will be at peak capacity during the winter months (November to March). Typically, these events happen when there's cold weather or when renewable energy generation is lower than forecasted.

The biggest perk of being on this rate – outside of these identified peaks, your rate will always be lower than the standard residential service rate, which means more savings for you! Your savings will add up during off peak hours in the winter months, and between April and October when you're paying a lower rate and there are no peak events. **Note:** you must have a registered [MyAccount](#) to participate in this pilot.

DID YOU KNOW?



One of the many benefits of installing smart meters on homes and businesses like yours is our ability to launch new and innovative solutions, which provide customers with more control over their energy use and costs.

[Learn more about smart meters >](#)



Join Mailing List



Frequently Asked Questions



Critical Peak Events



About the Pilot

HOW CRITICAL PEAK PRICING RATE PILOT WORKS

Shift your energy use from November to March during Critical Peak events to save on your power bill. Critical Peak events are four-hour periods when we anticipate demand for electricity to be highest during the winter months. The rate pilot is effective from November 1, 2024, to October 31, 2025.



From November to March



All hours outside of Critical Peak events

In response to the cyber incident, the rate pilot has been temporarily paused for the 2025-2026 winter season. The pilot is anticipated to resume November 1st, 2026.

We will keep you informed as new updates become available. [Sign up for our mailing list](#) to be the first to hear when applications reopen!

RATE BREAKDOWN

Rates updated as of May 1, 2026.

This rate provides the potential annual cost savings to customers who reduce or shift their energy use to off-peak hours. The energy charge for our current standard residential service rate ([domestic service tariff](#)) is 19.128¢ per kilowatt hour year-round plus the \$20.08 per month customer charge.

+ Base Charge on Your Bill (Fixed Charge)

+ Energy Charge (Variable Charge)

All Nova Scotia Power rates for customers are subject to detailed review by stakeholders and the [Nova Scotia Energy Board](#). Following this detailed review process, Nova Scotia Power must obtain the Nova Scotia Energy Board's approval for those customer rates. Rates are subject to change and become effective only after being approved by the Nova Scotia Energy Board.

JOIN OUR MAILING LIST

Be the first to know when we are accepting applications by joining our mailing list.

[Join Mailing List >](#)

ABOUT CRITICAL PEAK EVENTS

- Critical Peak events can be called between November 1st and March 31st on weekdays and up to three on weekends with a maximum of 18 total events and are limited to three events per week. It's possible that events may occur on consecutive days, if needed.
- Events last for four-hour periods, anytime between 6:00 am and 11:00 pm. Typically events are called between 7:00 am to 11:00 am and/or 5:00 pm to 9:00 pm.
- Critical Peak events will never occur on a statutory holiday.
- You will be notified by email and/or text by 4:00 pm the day before and then again once the event starts.
- **Remember, outside of Critical Peak events, 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.

[Keep track of when Critical Peak Events are called >](#)

ABOUT THE PILOT

Through this Critical Peak Pricing Rate Pilot, we are looking to examine how shifts in the time of day that energy is used can benefit both customers and the electrical grid. This rate provides opportunities for customers to save money on their annual power bill by reducing or shifting their energy use from peak hours when demand is high for electricity, to off-peak hours when demand is low.

FREQUENTLY ASKED QUESTIONS

What are peak hours? What are the rates and times for peak and off-peak hours?



How much money can I save?



Could I end up paying more on my power bill?



How does the Critical Peak Rate Plan work and is it right for me?



Can I opt out after enrolling?



Will my data be kept confidential?



What's the difference between Time-of-Day rates and the Time-Varying Pricing Rate Pilot?



How do I apply and what happens next?



What days count as holidays?



[Read More FAQs >](#)

UNDERSTANDING OUR RATES

+ How are rates set?

+ What's included in my power bill?

+ What's included in my energy charge?

RESOURCES

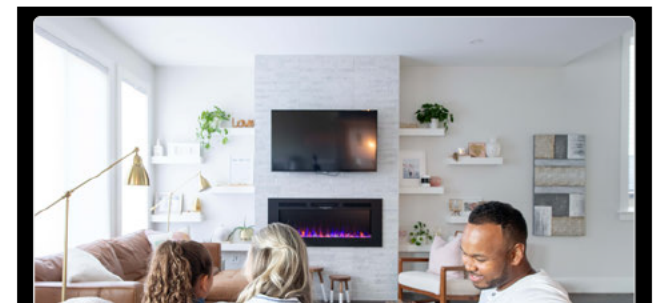
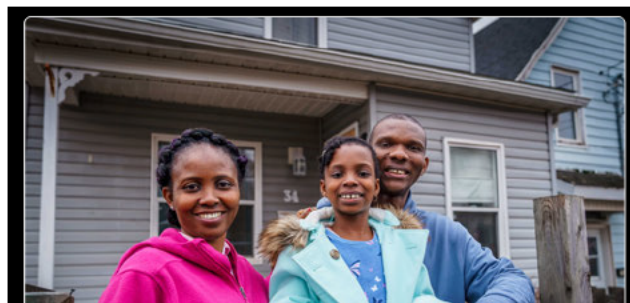
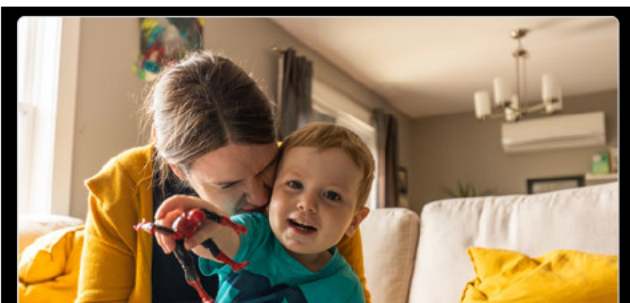
[Nova Scotia Power Tariffs](#)

[Nova Scotia Power Regulations](#)

[Rate Breakdown by Cost of Service](#)

RATE OPTIONS FOR YOUR BUDGET

We offer different rate plans to provide you with options to suit your energy usage preferences and lifestyle.





Time-of-Day Rate

This equipment-based rate plan is available for our customers with electric thermal storage heating systems, including electric thermal storage room units, furnaces and in-floor heating systems.

LEARN MORE



Standard Residential Service Rate

This is our standard, default rate, also known as the Domestic Service Tariff. It is a flat rate throughout the day, all year round.

LEARN MORE



Time-of-Use Rate Pilot

Shift to save! Shift your weekly energy usage in the winter to save on your annual power bill by unlocking summer savings.

LEARN MORE


OPEN MENU


BACK TO TOP



REPORT A POWER OUTAGE

[Report outage online](#)
or **1-877-428-6004**
24 hours a day

QUICK LINKS

- Start, Stop, Move Service
- Billing & Payments
- Customer Service
- Careers

INFORMATION FOR:

- Your Home
- Your Business
- For Landlords
- For Students

October 28, 2025

Kathleen Murray
Regulatory Counsel
Nova Scotia Power Inc.
1223 Lower Water St
Halifax, NS B3J 3S8

Kathleen.Murray@nspower.ca

Dear Ms. Murray:

M12499 – Nova Scotia Power Inc. – Application for Approval of 2025/26 Time Varying Pricing Tariffs

Nova Scotia Power Inc. applied on October 1, 2025, to extend the Time Varying Pricing (TVP) Tariffs, effective November 1, 2025.

The Board panel considering this matter is comprised of Roland A. Deveau, K.C., Vice Chair; Richard J. Melanson, LL.B., Member; and Steven M. Murphy, MBA, P.Eng., Member.

This year's TVP application was delayed due to the cybersecurity incident that NS Power incurred in the spring of this year. The cybersecurity breach has impacted NS Power's ability to extract data from its systems to analyze its customers' energy usage under the tariffs.

NS Power stated that the impact of the cyber incident prevents it from proceeding with standard TVP billing and critical peak event notifications, due to unresolved system limitations such as interval meter data retrieval impacting on-peak, off-peak, and critical peak event rates for billing purposes; customer notification systems for critical peak events; and customer-facing tools, limiting their customers' ability to monitor their response to winter peak periods.

Given the operational and system constraints, NS Power identified two options for the 2025/26 TVP Season:

Option A – maintain TVP Tariffs with suspended on-peak and critical peak event billing; or

Option B – fully pause the TVP program and revert participants to the standard offer tariffs.

NS Power indicated that Option B would present significant risk to the long-term viability of the TVP program. It added that reverting customers to the standard offer tariffs would require substantial administrative effort before the upcoming season and require re-enrollment in the TVP program for future seasons, disrupting the customer experience. NS Power said

this “would undermine the continuity and credibility of the TVP pilot and risk losing the momentum built over the past four years”.

NS Power submits that Option A is the only “viable path forward” because it “preserves customer enrollment, supports longer-term continuity of the TVP program, and minimizes disruption for customers”.

Due to the delay in filing its TVP application, NS Power requested an expedited process to consider this matter so that TVP rates can be in effect by November 1, 2025. NS Power did not explain why it failed to bring this matter earlier to the Board’s attention. The Board recognized that any delay in implementing tariffs by November 1, 2025, would remove the availability of TVP tariffs for customers, at least in short term. Accordingly, the Board issued a letter on October 7, 2025, seeking comments from interested parties about NS Power’s application, including Option A, Option B and any other options the interested parties may wish to propose to the Board. Written submissions were filed by the Consumer Advocate, Small Business Advocate, the Department of Energy, and Synapse Energy Economics, Inc., the Board Counsel’s Consultant, on October 17, 2025. Reply submissions from NS Power were filed on October 22, 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 Board is also concerned that NS Power’s proposal for TVP Tariffs would offend an important tenet of the *Public Utilities Act*, RSNS 1989, c 30 (*PUA*), and sound rate design, i.e., that customers receiving the same service should pay the same rate for that service. Section 67 of the *Act* requires that “[a]ll tolls, rates and charges shall always, under substantially similar circumstances and conditions in respect of service of the same description, be charged equally to all persons and at the same rate...”

The Nova Scotia Court of Appeal considered the meaning of s. 67 of the *PUA* in the context of low-income rate affordability in *Dalhousie Legal Aid Service v Nova Scotia Power Inc.*, 2006 NSCA 74 (leave to appeal to the Supreme Court of Canada denied, January 18, 2007). The Board’s ability to factor in affordability by setting rates that are different for the same service was clearly rejected by the Court of Appeal in that case:

[23] DLA’s factum said that low income customers do not have “substantially similar circumstances” to higher income customers. So, different rates would not be barred by s. 67(1). At the appeal hearing DLA’s counsel retreated somewhat from this submission.

[24] With respect, the factum’s submission misinterprets s. 67(1). The provision refers to “substantially similar circumstances and conditions **in respect of service of the same description.**” To justify a rate difference, the relevant dissimilarity is not in customers’ incomes. It is in the service from NSP. The Board accepted,



and there is no basis to question, that NSP provides substantially similar electrical service whatever the domestic customer's income.

[25] Section 67(1) is mandatory. The rates and charges "shall always . . . be charged equally" to persons of similar circumstances and conditions in respect of service. The statute does not endow the Board with discretion to consider the social justice of reduced rates for low income customers. It is not for the Board or this court to read into s. 67(1) the words:

...similar circumstances and conditions in respect of ***the income level of customers and*** service of the same description,
...[Emphasis in original]

It is for the Legislature to decide whether to expand the Board's purview with the italicized words.

In *Dalhousie Legal Aid*, the Nova Scotia Court of Appeal was also clear there was no latitude for an alternative interpretation:

[39] Section 67(1) is not ambiguous: "rates . . . shall always . . . be charged equally to all persons and at the same rate" in substantially similar "circumstances and conditions in respect of service of the same description". The Board cannot reduce the rate to a low income customer who receives the same service as a high income customer. There is no latitude for the interpretive presumption.

Similarly, in the present instance, customers who receive the same service should be subject to the same tariff rate.

It might be argued that the TVP program is a pilot, and the proposed tariffs are only expected to apply in the short term. However, any loss of revenue is a loss to the utility's revenue requirement that is not recouped elsewhere. The non-participants may have to subsidize the TVP program participants. Further, while the TVP is currently a pilot, there is no net benefit to ratepayers as a whole because any losses are not offset by gains elsewhere. Moreover, while the TVP program is effectively suspended, no load shifting can occur and, under NS Power's proposal, customers would be paying different rates but receiving the same service as customers under the standard tariffs.

The issue of a pilot and the application of s. 67 was recently considered in a request to approve a proposed pilot program to waive interest charges for customers in arrears who receive financial support from charitable organizations (M12171). After canvassing *Dalhousie Legal Aid*, the Board concluded that, in the circumstances of the proposed pilot, there was a distinction between setting rates and collection procedures. It stated that, when an account goes into arrears, there are cost-benefit considerations, such that both collection costs and disconnection costs need to be considered. The Board noted that the potential lost revenue from that pilot program was estimated at \$20,000, which was miniscule when considering NS Power's overall revenue requirements. It further noted that the amount may even become "less significant considering potential reductions in collection and disconnection costs and uncollectable debt write-offs. Theoretically, the pilot program could result in overall cost savings". The Board approved the pilot on that basis. The circumstances in the present matter are distinguishable. The potential lost revenues to the system could be as much as \$500,000, as estimated by the Consumer Advocate's consultant and would not be offset by other considerations. Further, NS Power was unable to confirm that it would not seek to recover those costs in the future, simply stating that it is "not currently intending to pursue recovery of any lost revenue" [Emphasis added], but should that change it



noted that any future application for recovery of the lost funds would be subject to stakeholder participation and Board approval. The Board considers that such an eventuality can be avoided, while maintaining the continuity of the TVP program.

Further, the Board does not accept NS Power's view that TVP participants must necessarily leave the TVP program if the proposed TVP Tariffs incorporate standard offer rates while the program does not have access to system functionality. NS Power said this would require participants to re-enroll in the TVP program when system functionality resumes. First, there is no requirement for participants to leave the TVP program so long as a TVP Tariff is available, even if that tariff rate is equal to the Domestic Service Tariff rate or other applicable standard rate approved by the Board for that customer class. The Board does not accept NS Power's assertion that a TVP customer is removed from the program and must later enroll again simply because the Utility changes the rate code in its internal billing system while system functionality is down. Second, the Board considers that there is no incentive for TVP participants to revert to their Domestic Service or other standard offer tariff if it is identical to the TVP Tariff rate because they would be paying the same in either case. It does not seem reasonable to the Board that participants in that situation would temporarily leave the TVP program when they can remain in the program and pay the same as they otherwise would but be ready to resume traditional TVP Tariffs when system functionality returns in a relatively short period, expected in 2026.

The Board is mindful of NS Power's submissions that changes to Option A would require administrative effort. However, while the proposal put forward by NS Power did receive qualified support from the Consumer Advocate and Synapse, the Board is not satisfied that NS Power responded to the concerns of the interested parties who provided comments on this application. In the absence of load shifting while system functionality is suspended, the Board concludes that NS Power's proposal offends the requirement under the *Public Utilities Act* that ratepayers who receive the same service must pay the same rate. Further, any revenue requirement deficiency resulting from the Utility's Option A potentially imposes a risk that it will have to be recovered from ratepayers who are non-participants in the program.

The Board concludes that the continuity of the TVP program can be maintained without adopting the proposal put forward by NS Power in Option A. A revised option would temporarily reduce the higher rate paid by some participants in the TVP program. In particular, as noted by Synapse, the Time of Use (TOU) off-peak rates for the Small General and General Service customers are higher than the standard offer rates, but NS Power proposed that they remain higher during the suspended program and they would not be subject to on-peak pricing. The Board considers that the off-peak rate for these customers should be lowered to equal the standard rate during the suspended program. The Board would not expect these customers to be disappointed with this temporary measure.

Further, the Board agrees with the concerns of Synapse and others who questioned why TVP rates should be unavailable until March 31, 2026, if system functionality is restored before that date, as NS Power proposed. Synapse recommended that NS Power give 30 days' notice to TOU customers that the normal TVP off-peak and on-peak rates would apply if system functionality resumes before March 31, 2026. Synapse also stated that maintaining General Critical Peak Pricing (CPP) customers on the TVP CPP Tariff should not require notice to be given after system functionality is restored, at least, in the Board's view, not to the extent proposed by NS Power. As Synapse noted, this would restore "valuable load shifting in the remaining months of the 2025/26 TVP season", which would benefit the system earlier than what is proposed by NS Power. Further, TVP customers would return earlier to the reinstated program.



Obviously, the messaging to TVP participants is important regardless of the option approved by the Board. It is important to convey to TVP participants that NS Power and all interested parties recognize the importance of the TVP program and the goal is to minimize any disruption to the extent possible during the interruption caused by the cybersecurity breach. Moreover, a key message is to confirm that participants do not have to do anything to re-enroll in the TVP program when system functionality is restored. At that point, they will be advised that the TVP Tariffs will resume and the program will continue.

Based on the above, the Board makes the following findings and directs NS Power to amend the respective Tariffs, as follows:

- With respect to the TVP TOU and CPP Tariffs, all rates for off-peak and on-peak, winter and non-winter periods, shall be amended to be the same as the standard offer rates (as may be amended by the Board from time to time) for the applicable class while system functionality is not available. These are effective November 1, 2025, unless otherwise indicated below.
- NS Power shall provide notification to all TVP customers once system functionality is restored, at which point all approved TVP rates will be restored, subject to the notification requirements described below for the respective tariffs when system functionality resumes.

Domestic TOU

Synapse confirmed that the off-peak Domestic TOU rate is the same as the applicable standard rate for that customer class. About 67% of the 8,000 customers in the TVP pilot are enrolled in the Domestic TOU Tariff.

- NS Power is to amend the Domestic TOU Tariff so that NS Power will provide 15 days' notice to customers that on-peak and off-peak rates will resume if NS Power's systems are fully restored by February 15, 2026 (which would leave about 30 days remaining in the TVP winter period).

Domestic CPP

The Board notes that the Domestic CPP customers' rate outside of critical peak events is substantially lower than the standard Domestic rate, and leaving these customers at the lower rate will result in lost revenue requirement from the TVP program. The Board agrees with a modification to Synapse's recommendation as to notice.

- The Board directs that this rate be amended to the standard Domestic offer rate, effective December 1, 2025 (so that notice can be given to these customers of the increased rate).
- The Board agrees with Synapse that 30 days' notice is not required of a resumption of the CPP program. Thus, the off-peak and on-peak CPP rates will resume immediately once system functionality is restored, with NS Power's ability to call CPP events at that time. NS Power is to advise customers and the Board once system functionality is restored, with a 15-day grace period given to customers for calling CPP events.



Small General and General Service TOU

The TOU off-peak rates for the Small General and General Service customers are higher than the respective standard offer rates for these classes. NS Power proposed leaving these customers at the higher rates during the suspended TVP program.

- NS Power is to amend the TOU Tariff so that NS Power will provide 15 days' notice to customers that on-peak and off-peak rates will resume if NS Power's systems are fully restored by February 15, 2026 (which would leave about 30 days remaining in the TVP winter period).

Small General and General Service CPP

Like the Domestic CPP Tariffs, under NS Power's proposal, the Small General and General Service CPP customers would have a lower off-peak CPP rate than the standard offer rates.

- The Board directs that the same amendments be made to these CPP Tariffs as were made to the Domestic CPP Tariff, *mutatis mutandis*.

Multi-Unit Residential Building (MURB) TOU

The Board is satisfied that there are no changes required to this Tariff since NS Power was able to implement manual processes to continue the program for that sector.

The Board will issue its Order approving the 2025/26 TVP Tariffs upon receipt of a satisfactory compliance filing.

Finally, NS Power indicated in its letter of October 1, 2025, that it expects that the systems required to finalize its Year Four Evaluation Report (covering the TVP season ending March 31, 2025), will be available by year end. NS Power stated it would provide a further update to the Board on its evaluation process by December 31, 2025. The Board so directs.

Yours truly,



Roland A. Deveau, K.C.
Vice Chair



Richard J. Melanson, LL.B.
Member



Steven M. Murphy, MBA, P.Eng.
Member

c. William Mahody, K.C., Board Counsel
Interested Parties M11822 and M12499



From: NS Power

Sent: Wednesday, December 13, 2023 7:40 PM

To: [REDACTED]

Subject: Fw: You're Approved for CPP! Welcome to the Program.



YOUR CRITICAL PEAK RATES HAVE BEGUN

By participating in the Critical Peak Pricing (CPP) Pilot Program, you have the opportunity to change or reduce your energy use during **critical peak hours**. By shifting energy use to **off-peak** hours when rates are lower, you will save money on your annual energy costs.

HOW THE PLAN WORKS

As a pilot participant, you have access to two different rates: critical peak and off-peak.

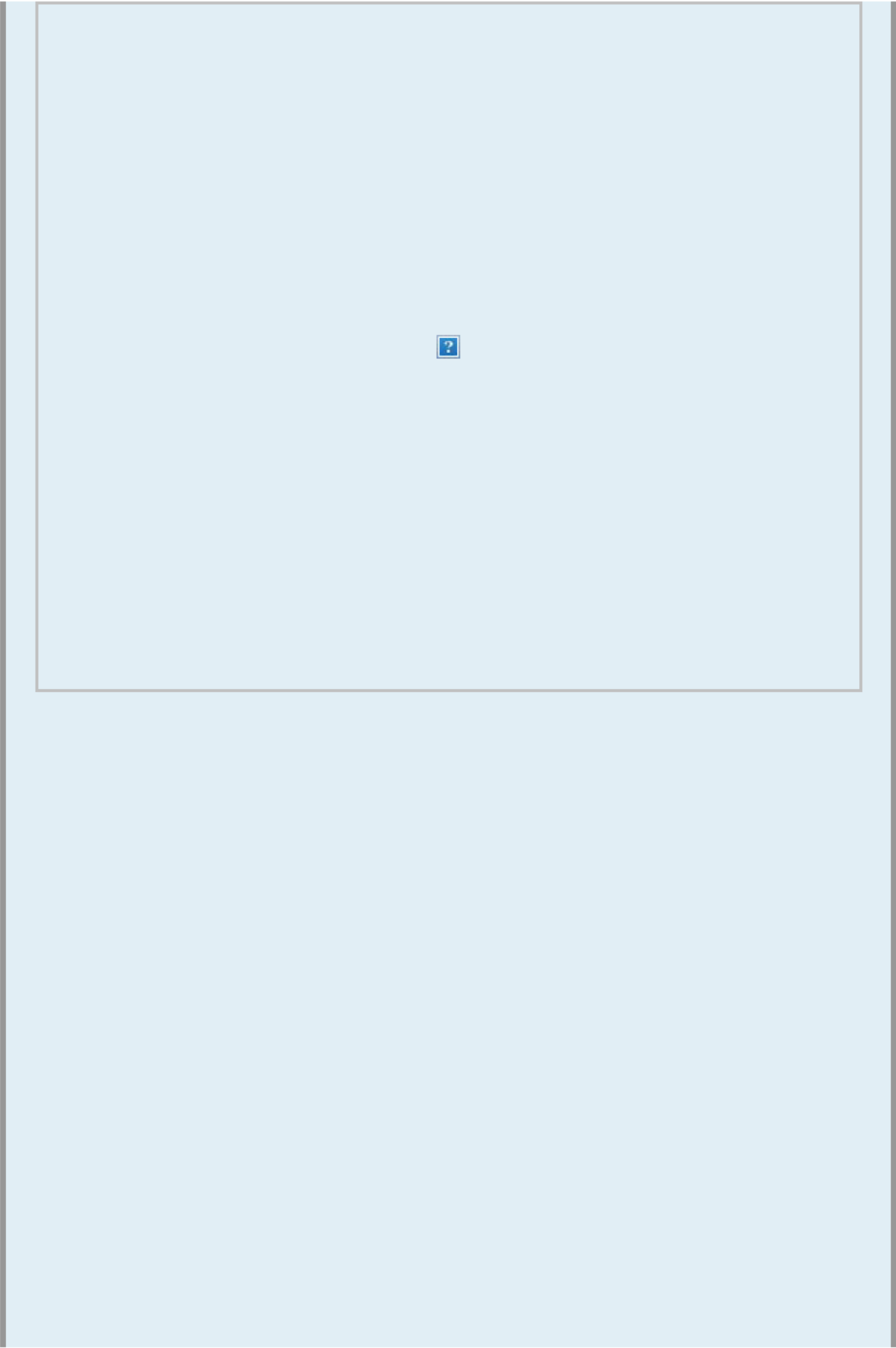
- **Critical peak hours** are events when demand is elevated, and your rates are higher.
- **Off-peak hours** are times when demand is lower, and your rates are less.

Critical peak hours & events are identified by our team when there is significant demand projected on the electricity grid.

Critical Peak Events:

- Are called between November 1st and March 31st with a maximum of 18 total critical peak events.
- Are limited to three events per week.
- Last for four hours anytime between 6:00 am and 11:00 pm.
- Occur on weekdays and up to three on weekends, but never on statutory holidays.
- Will be communicated by email and/or text by 4:00 pm the day before and then again once the event starts.

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.



START THINKING ABOUT HOW YOU CAN SHIFT YOUR ENERGY USE

When a critical peak event is in play, the more you reduce or shift your energy use, the more you'll save. The more energy an appliance uses—a clothes dryer, for example, is one of the biggest energy users—the more you'll save by shifting use of that appliance and avoiding unpleasant bill surprises. Make the most of your new time of day rate plan with these helpful tips on our website.

ENERGY SHIFTING TIPS

SIGN-UP TO RECEIVE YOUR CPP EVENT NOTIFICATIONS VIA TEXT

You can now receive your CPP Event notifications via text message (in addition to email). Sign-up below:

SIGN-UP FOR NOTIFICATIONS

You can change your text notification preferences at any time [here](#).

Participants of the Critical Peak Pricing trial rate must receive event notifications via email. SMS (text) notifications are completely voluntary.

LET'S STAY IN TOUCH

If you have any questions about your new rate plan or any concerns along the way, please contact us at **1-800-428-6774**. Our Customer Care Team is here to help.

Please Note: Depending on when you receive your regular power bill, you may be issued an adjusted bill which would reflect your energy usage on your previous rate.

Nova Scotia Power Inc. - 1223 Lower Water Street - Halifax - NS B3J 3S8

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From: Customer Relations

Sent: Tuesday, February 17, 2026 2:40 PM

To: 'nspdisputeresolution@gmail.com'

Cc: [REDACTED] Customer Relations

Subject: Fw: 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 #2282001 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 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

****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

-

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: 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 actually 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

[REDACTED]

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 the 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: Customer Relations <customerrelations@nspower.ca>

Sent: February 12, 2026 11:46 AM

To: nspdisputeresolution@gmail.com

Cc: [REDACTED]

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

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 [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

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 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 apprenly 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

[REDACTED]



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Understanding Your Bill

[Home](#) > [Your Home](#) > [Create or Manage Your Account](#) > [Billing & Payments](#) > [Billing Process](#)

UNDERSTANDING YOUR BILL

Seasonal changes have an impact on electricity use. It's spring but higher energy usage from the winter season, and most significantly heating our homes, can still be impacting current bills. We're here to help you manage a higher winter bill with interest free payment options like Equal Billing.

Your Billing Experience

While meters always continued to accurately record energy usage, we were not able to retrieve the information remotely and apply it to bills. As of March 31, 2026, meter connections to our billing system have been restored to normal operation, and customer billing is returning to normal. This means that meter reads have reconciled bills, and bills are reflecting actual usage.

BILLING SUPPORT



Upcoming
community
sessions



Submit a photo of
your meter read



Customer service

We are here to help and have flexible, interest-free payment plans like Equal Billing.

Equal Billing allows you to roll your current bill balance in with your annual usage for one predictable, interest free monthly payment. This helps you manage your budget by spreading the cost of your annual electricity use over 12 equal monthly payments. [Learn more here >](#)

We also have other interest-free payment options available. For your comfort and convenience, you can hear payment options and select a plan using our automated system by calling 1-800-428-6230. There is no need to speak to an agent if one of these options works for you.

We are not currently applying late charges or penalties on any outstanding balances, and we will communicate with customers before reintroducing any late fees on unpaid amounts.

If you'd like to discuss your unique situation and other payment arrangements, please call customer care at 1-800-428-6230 to speak directly with a member of our team.

ESTIMATED BILLING

With meter connections to our billing system restored, the number of customer bills we have to estimate has also returned to normal at around 2% or less.

As part of normal operations, estimated bills are sometimes required for meters that are not connected to our billing system. For example, if a customer has opted out of smart meters and we have issues accessing their meter to read it, they may receive an estimated bill. You can confirm if your bill was estimated or read for a billing period by looking at the top left of your bill, under the boxes.

If you receive an estimated bill, please know that an estimate is just that—an estimate—and it will be reconciled on your bill when your meter is read—either remotely or by a meter reader. That means that in the end, you will only pay for the energy you actually used and will receive a credit if an estimated bill was higher than your usage.

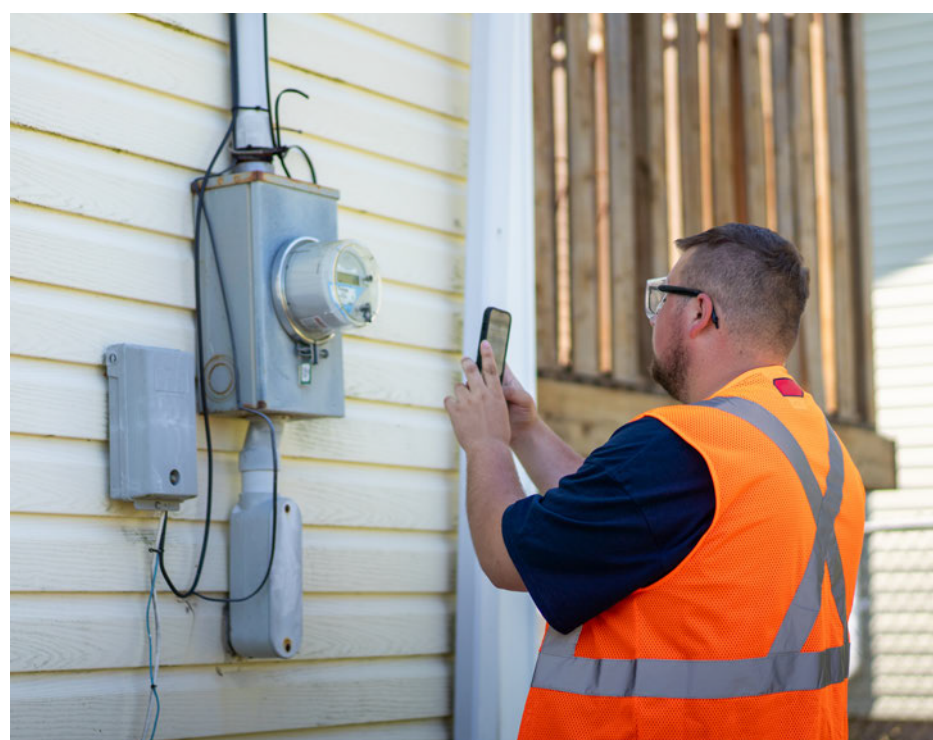
If you are concerned about an estimated bill, you can take a photo of your meter display and send it to us. We'll use this information to adjust your bill based on your actual usage. [Submit a photo of your meter here >](#)

+ How to tell if your bill is estimated or read

METER READERS

We continue to have some meter readers in communities across the province who gather energy use data from residential and business meters. Reading a meter takes only a few minutes and you do not need to be home for your meter to be read.

Our meter readers wear Nova Scotia Power branded clothing and have a Nova Scotia Power identification badge with the word "Contractor" in the blue stripe at the bottom of the badge. Our contractor often uses rental vehicles for their work. These vehicles may have license plates from other provinces depending on the inventory that was available when the vehicle was secured.



UPCOMING COMMUNITY SESSIONS

We’re holding a series of community sessions across the province to meet with customers to answer questions about their bills and help them understand the options to manage them. While the Customer Care team continues to be available to support customers over the phone (1-800-428-6230), these sessions are designed to give customers another option to speak in person with a member of our Customer Care team.

DATE	COMMUNITY	VENUE	TIME
Tuesday, June 23, 2026	Sydney Mines	Sydney Mines Fire Hall 1 Elliot Street, Sydney Mines	1 p.m. – 5 p.m.

Past Sessions

DATE	COMMUNITY	VENUE	STATUS
Thursday, Dec 11, 2025	Yarmouth	Yarmouth Fire Hall 221 Pleasant St, Yarmouth, NS B5A 2K2	Completed
Tuesday, Dec 16, 2025	Port Hawkesbury	Port Hawkesbury Civic Centre 606 Reeves Street, Port Hawkesbury NS B9A 2R7	Completed
Thursday, Dec 18, 2025	Truro	Royal Canadian Legion – Colchester Branch No. 26 42 Brunswick Street, Truro, NS	Completed
Tuesday, Jan 13, 2026	Middleton	Rosa M. Harvey Middleton & Area Library 45 Gates Ave, Middleton NS B0S	Completed
Wednesday, Jan 14, 2026	Digby	Digby Fire Hall 163 First Ave, Digby NS	Completed
Wednesday, Feb 25, 2026	Guysborough	Chedabucto Lifestyle Complex 60 Green St, Guysborough NS B0H 1N0	Completed
Thursday, Feb 26, 2026	Sydney / Membertou	Sydney River Fire Hall 36 Lewis Dr, Sydney NS B1S 1T2	Completed
Thursday, March 5, 2026	Bridgewater	Bridgewater Fire Hall 81 Dominion Street, Bridgewater, NS B4V 2J9	Completed
Thursday, April 30, 2026	Chester	Royal Canadian Legion Branch 44 14 Union Street, Chester NS B0J 1J0	Completed
Thursday, May 28, 2026	Amherst	Amherst Fire Hall 62 Albion St, Amherst NS B4H 2W1	Completed

FREQUENTLY ASKED QUESTIONS

Bills

I had a meter reading, and my bill is much higher than I expected. How can you help?	▼
How will you determine my bill amount?	▼
My bill shows that I have a credit balance. Do I get that money back?	▼
I'm on Equal Billing. How does this affect me?	▼
What happens if you estimate my bill higher or lower than it's supposed to be?	▼
If the estimate is based on last year, my bill won't be accurate. I have since installed a heat pump, bought an electric vehicle, etc.	▼
How will I know if my bill was estimated?	▼
Are you charging late fees penalties?	▼
I'm on the Time Varying Pricing Rate Pilot (Time-of-Use, or Critical Peak Pricing). What does this mean for me?	▼
How do I sign up for Equal Billing?	▼
Can I switch to paperless or create a new MyAccount?	▼

[Read More FAQs >](#)

Payments

How can I pay my bill securely?	▼
Did you get my payment?	▼
Will my future automated payments be processed on time?	▼
Can I cancel my pre-authorized debit arrangement?	▼
Should I trust Nova Scotia Power with my bank account information on payments?	▼
How do I change my MyAccount password?	▼

[Read More FAQs >](#)

Meters & Data

When my meter starts providing usage data again how will you know it's accurate?	▼
Where is MyEnergy Insights?	▼
Do the hackers have access to my meter information?	▼
I have opted out of smart meters and have an analog/digital meter. How will my meter be read?	▼

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For Landlords
For Students

Board Staff
Nova Scotia Energy Board
contact: Miranda Mavhunga
Senior Advisor Finance
Nova Scotia Energy Board
3rd Floor, 1601 Lower Water Street
Halifax, NS B3J 3S3
Tel: (902) 424-4448
Email: Miranda.Mavhunga@novascotia.ca

M12749 NSPI DRO Appeal - Billing Issues - Christine Cameron

In response to the questions asked by the NS Energy Board Staff:

Attachments:

- Cameron 01-** photo of Feb 9, 2026 meter reading
- Cameron 02-** email to NS Power Sept 2025 from Christine Cameron
- Cameron 03-** photo of hand written notes by Christine Cameron
- Cameron 04-** “You’re approved for CPP” email Dec 13, 2023 from NS Power
- Cameron 05-** NS Power Critical Peak Pricing website
- Cameron 06-** NS Energy Board letter to NS Power October 28, 2025
- Cameron 08-** NS Power customer relations email to Dispute Resolution February 17, 2026
- Cameron 09-** NS Power website “Understanding your bill”

*The NS Power documents quoted within my submission are referenced and after a phone call to the NS Energy Board to confirm, I will not resubmit NS Power documents already submitted unless indicated above in my listed attachments.

Nova Scotia Energy Board,

May I first say “thank you” for the questions you asked both parties. They appear very well thought out and I truly appreciate the effort.

Thank you also for allowing me to provide a more guided response. This truly has been a frustrating situation and I hope it brings about some needed changes.

My responses (and your questions) are as follows:

Request IR-1

Please provide copies of any photographs, notes, spreadsheets, or records you maintained regarding your meter readings during 2025 and early 2026, including any photographs referenced in your correspondence with the Dispute Resolution Officer (DRO).

I am attaching a photo of our meter reading on February 9, 2026. (***Cameron 01**) I am very sorry to advise that even though I did take photos throughout the 2025 year, I am unable to locate them.

As noted in a communication with the Dispute Resolution Officer, I mentioned an unanswered email to NS Power on September 2025, out of frustration with the over estimating. I will also attach that email. (***Cameron 02**) Even though I stated that I was only going to pay what we had actually used, you will

note that our account remained paid in full throughout this period. I ended up being afraid that we would be charged late fees due to the fact that NS Power never responded to my email.

In response to your request for any notes, I have attached hand written notes from 2 of the phone calls I made to NS Power. (***Cameron 03**) This was merely my making a list of issues to discuss when I spoke with NS Power.

Request IR-2

Please indicate:

- a) Whether you were aware that several bills issued during 2025 were estimated**
- b) Whether you reviewed the meter readings shown on your invoices**
- c) Whether you contacted Nova Scotia Power regarding concerns about the accuracy or amount of the estimated bills; and**
- d) Whether you were advised that a future reconciliation could occur once actual meter reads resumed.**

a) I was not aware of estimation of the bills until I phoned to ask why the reading on the bill was incorrect. I was then informed that the meters were being estimated.

b) yes, we reviewed the meter readings upon receipt of each bill and at no period during 2025 was the estimate accurate, it was always estimated higher than the actual meter reading even some time later after receiving the bill. We had always used less power than the estimation. This made it more of a question for us when the meter was actually read, as to why the usage remained high. We had anticipated that the last period (once it was finally read and not estimated) would be lower due to the consistently higher readings throughout the year. It very much did not make sense to us.

c) Yes, I did. I phoned NS Power and sent an email in September 2025 (***Cameron 02**) and notes provided of two separate phone calls. (***Cameron 03**)

In an email response from NS Power (Teri at Customer Relations) to Mr Farmer (Dispute Resolution Officer) of February 12, 2026 (previously submitted by NS Power as **CONFIDENTIAL Cameron DRO Appeal Attachment 1 Page 16 of 43 from NS Power**) the following was stated:

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.

It is a misnomer to say we had been billed appropriately. We certainly DID pay for power we did not use during the estimation period. The fact that it may have eventually equaled out does not reflect accurately our experience during the estimation period.

And further to this all, we continue to be inaccurately charged since our **rates would always be lower**. I will continue to repeat that statement because at no time were we advised otherwise when we were accepted into the CPP.

I believe this is very important. What NS Power *did* is the basis of all my complaints. What they intended (or not intended) to do bares no importance and should not influence any decisions.

d) I believe that the inference was that eventually actual meter reading would occur. As stated in the email I provided of September 2025, (***Cameron 02**)

When I phoned on Aug 5, I was assured that it would actually be read by the next bill. It was not. The meter was not actually read until January 2026. There was suggestion that the usage would eventually work out but again, with the consistently higher estimate than what we actually used, we anticipated a much lower actual reading when it finally occurred.

Request IR-3

Please confirm whether you are disputing:

- a) The accuracy of the meter itself;**
- b) The amount of electricity consumed;**
- c) The allocation of consumption across rate periods**
- d) The Board-approved temporary suspension of the Critical Peak Pricing (CPP) pilot program; or**
- e) The adequacy of disclosure and representations made at the time of enrollment in the pilot program.**

a) The meter has been replaced (since my original dispute) with one that can be read digitally by NS Power.

b) Regarding the amount of electricity consumed, as explained above - we anticipated a much lower power bill once the meter was finally read. This was due to the fact that the estimates were consistently higher than our actual usage (when a bill came in we checked the meter each time). We were very much surprised when the meter was finally read. With consistently higher than actual usage estimates we expected the January 2026 bill to be much lower.

c) NS Power is utilizing an average of consumption across the rate periods to guess the meter reading on the date of the CPP rate change. However, there is no way to exactly know what our meter reading was on the date in question.

Was the Board fully aware that usage was still being estimated at the time of the directive to change the rates for the CPP? If not aware, why were they not informed? This was a significant omission.

If the Board was aware that meters were still being estimated at the time of the rate change, it would be difficult to see this as ethical oversight. The more professional approach would have been to ensure accuracy and wait for the meters to be actually read, not estimated.

Further to this, there was nothing stopping NS Power from having employees attend homes and either take a photo of the meters or write the usage down. NS Power employees had always done this at our location.

d) The Board-approved temporary suspension of the CPP pilot program was a surprise. We as customers on this program had not received notice of peak periods for some time. However, for the usage **rate** to change to a normal rate was a shock as this was **never** a possibility in the original acceptance into the program. (explanation below)

e) In response to this question, I would ask that each member have in hand an actual copy of the printed email (***Cameron 04-“You’re approved for CPP” email Dec 13, 2023 from NS Power**)

I ask that you specifically note there is absolutely no indication whatsoever within that email that directs the approved customer to any exclusions. There are suggestions available to help us save money and sign up for the alerts but no “fine print” or exclusions.

And I would point out, NS Power has not argued that there are exclusions within the email. The omission of that information on their part is disappointing.

NS Power have identified during this claim process that there is information available on the company website. (The CPP website page is submitted as **Cameron 05**) Any information NS Power claims to be available should have been included in the approval email- if it was in fact available at that time. I can not adequately express how much of an oversight (or failure) this was on the part of NS Power to not include any such information in the approval email.

Let me be clear, within the acceptance email there is NO indication that the customer can or should seek exclusion information. As far as we were concerned, that was the information provided and we never questioned it further. Up until December 1, 2025, the program had worked exactly how NS Power stated it would – **our rates would always be lower.**

The email plainly and clearly states that ***“Outside of critical peak events and winter season, your rate will always be lower.”*** However, Winter is over and our rates are NOT lower.

Further to this, there is no statement made that if the program is not successful then our rates would return to the normal level. In fact, there is absolutely no discussion as to what might happen IF the program was unsuccessful. It is not discussed.

This is a huge oversight on the part of NS Power. I would venture to guess that legally, whether the program remains successful or not, those of us in the program should remain at the lower rate since that is exactly what the email states. There is no other inference. Again, there is no suggestion that the rates will change for those of us in the program.

NS Power management need to take better caution when providing information to customers. But in this agreement with customers of the Critical Peak Period Pricing program, **our rates should always be lower.**

NS Power previously submitted a 196 page document **“Tariffs 2025”** which they quoted from in their previous submission, April 1, 2026 from Jennifer Ross - Director, Regulatory Planning & Compliance. Section “Domestic Service Critical Peak Pricing Tariff” (noted on page 7 of the covering letter from J Ross) as:

“2 Availability Condition (d) in the CPP Tariff provides “NSPI may limit the number of customers who may subscribe to this tariff at a time, and/or close enrollment for any period of time.”

At the very least, the language used by NS Power requires urgent attention. Whether an “enrollment is closed for a period of time” is not similar to a program on pause, if that is the inference. Enrollment is a term used to join something and we as customers had already “joined”. One is unable to close an enrollment to someone who has already been accepted and taken part.

From J Ross (April 1, 2026 covering letter page 7):

The CPP program is a pilot program,¹ and a pilot by its very nature is subject to change.

Customers are made aware of this potential through both the Tariff sheet,² and information on the Company’s website at nspower.ca/cpp. If the results of the pilot are successful, the program may become permanent; however, this also remains subject to the Board’s review and determination.

I again ask the Board to pay close attention to the use of language and the fact that this program was misrepresented to us as customers of the CPP.

1. The document previously submitted by NS Power “**Tariffs 2025**” (page 8 of 196) does NOT indicate that the program is a pilot program as NS Power submission implies.

Customers are made aware of this potential through both the Tariff sheet

The document lists the program as “**Domestic Service Critical Peak Pricing Tariff**”, no mention of a pilot program.

2. The document submitted “**Tariffs 2025**” clearly states:

Effective: November 1, 2024

Please note that I was approved for the program (submitted as **Cameron 04**) via email on December 13, 2023. Even though there is nothing within the “Tariffs 2025” document that supports the NS Power arguments in this claim, it was clearly not in place when I was approved (and joined) the program in December 2023. To allow it to be utilized for this purpose only distracts decision making from the actual facts.

3. Please note the omission (within the approval email I received of December 13, 2023 directly from NS Power), of any mention of the statement:

If the results of the pilot are successful, the program may become permanent;
however, this also remains subject to the Board’s review and determination.

That statement does *not* appear at all within that email to myself, from NS Power.

4. Within the submitted approval email from NS Power, as a participant, I am not directed to obtain information to further clarify the program. I am only offered a phone number to call if I have any further questions. The approval email received was clear and left no questions. The email still remains clear to me. However, NS Power has made assumptions that were clearly not mentioned at all, to approved customers.

During the Dispute Resolution process, NS Power submitted a letter from the NS Energy Board, dated October 28, 2025. I will resubmit this as **Cameron 06**. NS Power continues to utilize the statement from that letter that if the “CPP participants receive the same service as other residential customers....” then the rates should be the same.

This may seem a small point but in discussing this program, I will again reiterate that as a CPP participant, my service has **ALWAYS** been the same as other residential customers. I would hope that this distinction is identified and removed from thinking because it could easily blur lines. At no time is our service any *different*. We receive the same service as other residential customers. The one and only difference is that we chose if we want to use less power during a higher pricing period. The actual service is the same – the pricing available to us is different and we as customers adjust our usage as we personally see fit. We get the same amount of power available to us. The only difference is that we make a choice if we want a lower power bill. But the service is exactly the same – we receive the same power, no more and no less.

I will submit an email that was sent to the NS Power Dispute Resolution Officer on February 17, 2026, by NS Power. (**Cameron 08**) “Teri” at Customer Relations (page 1) stated the following:

“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.”

If NS Power and the NS Energy Board are going to continue using this language and quote the Public Utilities Act, a change is required to correct the assumption that those of us in the program did **not** receive the same service. Again, our service is exactly the same.

I ask the Board, is this stated in the Public Utilities Act regarding a same service? If so, the description is being used to disadvantage those of us in the program when it suits NS Power and the Public Utilities Act is being twisted when the CPP program is running. Is this not manipulating the interpretation of an Act and should not a legal body be involved to discuss the Public Utilities Act being manipulated in this way?

Throughout this dispute process the language used has had the appearance of being purposefully misleading or at best, poorly researched. This most certainly requires addressing no matter the decision made regarding my appeal.

Issues to be confronted:

*the CPP program appears within these documents under the following names. A single name needs to be decided upon and utilized.

Critical Peak Pricing
Critical Peak Pricing (CPP) Pilot Program
Domestic Service Critical Peak Pricing
TVP
the rate pilot
the pilot

*the website for the above program remains online (submitted as Cameron 04). The page states that applications are closed but one must scroll through the pages to find any indication that the program is currently paused. This information should be at the top of the page so not to confuse customers. Clear and concise information is important. That should be obvious by now.

*Within the website available there is no suggestion that the service is any different from a normal service. The supply of power is exactly the same. Therefore, how can the Public Utilities Act be so distorted to allow for a cheaper service if the “service” is exactly the same?

*The website requires updating to better reflect what the customer should expect from NS Power.

***Restoration of the program.**

Page 5, letter from Jennifer Ross dated April 1, 2026 to NS Energy Board:

As a result of the cyber incident, meter reading and entry had to be done manually. NS Power has been working to restore full functionality to the AMI system and anticipates that the vast majority AMI meters will be restored to full bi-directional functionality by the end of March 2026.

However, on the NS Power website the following appears:

In response to the cyber incident, the rate pilot has been temporarily paused for the 2025-2026 winter season. The pilot is anticipated to resume November 1st, 2026.

I make specific mention of these two dates because there is absolutely no incentive for NS Power to return those of us in the CPP to our rates that would ***always be lower***. There was no mention that we would have to wait a year while on a higher rate.

I do note within the NS Energy Board letter to NS Power dated October 28, 2025 the following instructions surrounding the return of CPP:

Page 4: be ready to resume traditional TVP Tariffs when system functionality returns in a relatively short period, expected in 2026.

Page 4: As Synapse noted, this would restore “valuable load shifting in the remaining months of the 2025/26 TVP season”, which would benefit the system earlier than what is proposed by NS Power. Further, TVP customers would return earlier to the reinstated program.

Page 4: Further, the Board agrees with the concerns of Synapse and others who questioned why TVP rates should be unavailable until March 31, 2026, if system functionality is restored before that date, as NS Power proposed.

Page 5: Obviously, the messaging to TVP participants is important regardless of the option approved by the Board. It is important to convey to TVP participants that NS Power and all interested parties recognize the importance of the TVP program and the goal is to minimize any disruption to the extent possible during the interruption caused by the cybersecurity breach.

Page 5: NS Power shall provide notification to all TVP customers once system functionality is restored, at which point all approved TVP rates will be restored, subject to the notification requirements described below for the respective tariffs when system functionality resumes.

The NS Power website (**Cameron 09**)

As of March 31, 2026, meter connections to our billing system have been restored to normal operation, and customer billing is returning to normal.

So, why was restoration of the CPP not already done? Why am I waiting until November 2026? This is not in line with the information that is provided above in regards to restoration.

Request IR

You indicate in your submissions that you believe the estimated bills materially understated your actual electricity usage during the relevant period.

Please clarify:

a) Whether you believe the amount billed for all electricity consumption since November 2024, is accurate

My apologies if I have been misunderstood. The estimated bills **overestimated** our actual electricity usage, not underestimated.

As I previously stated, we remain in a quandary as to how our actual usage for the first meter read could be so high while all the previous bills were overestimated. We utilize wood for heating in our home and we were away from home about 2 weeks during this period so no regular usage was occurring during that time. But, we also are unable to see how it can be confirmed. There is a new meter and we are told the old one was tested.

b) Whether you believe the January 2026 meter read of approximately 38,723.70 kWh is correct

When we received the bill some days after it was read, the meter reading was not significantly different.

c) Whether you have reviewed the current meter reading at the premises and whether it appears generally consistent with your recent statements; and

Yes, we reviewed the current meter reading and even though we don't get the bill for at least a week after, the reading at the time was not significantly different.

d) Whether you believe the meter is recording usage accurately.

As far as we can tell, we think the meter is recording well.

Thank you for your time and consideration into the issues we have faced as customers of NS Power. I believe that some information provided by NS Power has not shown fully what we have actually experienced. In one particular instance NS Power hid behind direction from the NS Energy Board but did not clearly state their lack of information they were giving to us as customers of the CPP.

I imagine that as a company, NS Power is limiting what they state because of the class action currently in the news surrounding the cyber incident of 2025. However, it does not answer why it has been so difficult for me as a customer to be heard and listened to, with transparent responses from NS Power of what did or did not take place. Again, I am a customer and it appears that NS Power has drawn this out with as many lawyers, staff and entities as they can. Should that truly be how our power company deals with individual customers? I was asking for clarification and assistance back in August 2025. This is June 2026 and I have called, sent an unanswered email and gone through the Dispute Resolution process and now we are making our submissions for an appeal.

As far as I understand what I have presented, I believe there are numerous issues and practices that need to be addressed with NS Power management.

Thank you for your time and consideration.

Christine Cameron