



April 14, 2026

REDACTED

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

Re: M12756 – DRO Appeal – Uday Yadav

Dear Ms. Wallace:

On March 18, 2026 Uday Yadav contacted the Nova Scotia Energy Board (NSEB, Board) to appeal a decision of the Dispute Resolution Officer (DRO) regarding his December 2025 bill from Nova Scotia Power Inc. (NS Power).

In the NSEB's letter dated March 27, 2026 the Board directed as follows:

By copy of this letter, the Board directs Nova Scotia Power Inc. (NS Power, the Company) to file a response with the Board to the enclosed appeal on or before **2:00 PM on Tuesday, April 14, 2026**, and to provide a copy of the complete file reviewed by the DRO in reaching its decision, including any supporting information and comments NS Power wishes the Board to consider. NS Power must also prove a copy of their response to [Uday Yadav].

Mr. Yadav is appealing a decision by the Dispute Resolution Officer (DRO) dated March 25, 2026.

The following documents are attached as part of NS Power's response to Mr. Yadav's appeal:

- **Confidential Attachment 1** – DRO File (including Final Decision)
- **Confidential Attachment 2** – CIS Notes
- **Confidential Attachment 3** – Invoices

Please accept the following summary of activities and communications pertaining to the March 25, 2026 DRO decision being appealed by Mr. Yadav.

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- On or about March 16, 2026 Mr. Yadav received his bill for electric service from NS Power in the amount of \$902.60. Mr. Yadav's July 2025 bill was based on a true read, but his September and November 2025 bills were based on estimated reads (highlighted in green in the table below). The January 2026 bill was based on an actual read.
- Mr. Yadav received a reconciliation bill in January 2026 showing consumption of 5549 kWh between July 9, 2025 and January 14, 2026. His March bill covered the period from January 14, 2026 to March 12, 2026, during which period his energy consumption was almost double what it had been for the previous periods, but was consistent with his usage in the same period the previous year. Mr. Yadav's consumption and invoiced amounts are set out below.

Date	Usage (kWh)	Previous Balance (\$)	Payment (\$)	Balance	Current Charges (\$)	Total Amount Owning (\$)
January 14, 2025	2633	288.23	-288.23	0.00	532.13	532.13
March 12, 2025	3115	532.13	-532.13	0.00	638.23	638.23
May 14, 2025	1392	638.23	-638.23	0.00	311.55	311.55
July 9, 2025	3097 1392- =1705	311.55	0.00	311.55	651.51 -296.71 <u>-8.97</u> 345.83	657.38
September 15, 2025	1560	657.38	-311.55 -657.38	-311.55	344.29	32.74
November 14, 2025	-1560 3907 =2347	32.74	-32.74	0.00	-327.89 801.86 <u>23.70</u> 497.67	497.67
January 14, 2026	1642	497.67	-205.00	292.67	341.70 <u>17.09</u> <u>358.79</u>	651.46
March 12, 2026	2983	651.46	-358.76	292.70	580.86 <u>29.04</u> 609.90	902.60

- January 27, 2026 – Mr. Yadav contacted the DRO to formally dispute his January

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2026 bill. This is referenced on **page 18** of 38 in the DRO file attached as **Confidential Attachment 1**.

- January 27, 2026 – The DRO responded to the customer and NS Power. He summarized his role and asked NS Power to provide its position in the matter as well as relevant account documentation. This is referenced on **pages 17-18** of 38 in the DRO file attached as **Confidential Attachment 1**.
- January 28, 2026 – Uday Yadav confirmed his consent to release his account information to the DRO. This is referenced on **page 17** of 38 in the DRO file attached as **Confidential Attachment 1**.
- January 28, 2026 – NS Power provided its position to DRO, stating the following:

Prior to the customer's recent meter read, due to the cyber incident, NS Power was providing billing in two ways: physical meter reads and estimated bills. 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.

Below outlines the customer's billing since the cyber incident in April.

The customer's May bill was based on an estimated meter read. It was estimated for 1392 kWh and the Energy charge and the base charge combined was \$296.71.

March 12 to May 14, 2025

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2101426	02B	63	31651.13	30259.13	1	1392
Your bill was estimated for this period						
Energy charges:						
Base Charge \$19.17/month				38.34		
Energy 1392 kWh x \$0.18561				258.37		
Total energy charges					296.71	

The customer's July bill was based on a true read. The July bill was billed for service from Mar 12 to July 9, 2025. The customer was billed for 3097 kWh's. The customer was refunded for the previously billed 1392 kWh for service between Mar 12 and May 14. The customer was refunded the full amount of \$296.71 which included both the base charge and energy charges from the previous bill.

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March 12 to July 9, 2025

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2101426	02B	119	33356.00	30259.13	1	3097
2101426	02B	63	31651.13	30259.13	1	1392-

Your meter was read on Jul 09, 2025

Energy charges:

Base Charge \$19.17/month	76.68	
Energy 3097 kWh x \$0.18561	574.83	
Energy 1392 kWh	<u>-296.71</u>	
Total energy charges		354.80

The customer's September bill was based on an estimated meter read. It was estimated for 1560 kWh and the Energy charge and the base charge combined was \$327.89.

July 9 to Sept 15, 2025

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2101426	02B	68	34916.00	33356.00	1	1560

Your bill was estimated for this period

Energy charges:

Base Charge \$19.17/month	38.34	
Energy 1560 kWh x \$0.18561	<u>289.55</u>	
Total energy charges		327.89

The customer's November bill was based on an estimated read. The November bill was billed for service from Jul 9 to Nov 14, 2025. The customer was billed for 3907 kWh's. The customer was refunded for the previously billed 1560 kWh for service between July 9 to Sept 15. The customer was refunded the full amount of \$327.89 which included both the base charge and energy charges from the previous bill.

July 9 to Nov 14, 2025

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2101426	02B	128	37263.00	33356.00	1	3907
2101426	02B	68	34916.00	33356.00	1	1560-

Your bill was estimated for this period

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Energy charges:		
Base Charge \$19.17/month	76.68	
Energy 3907 kWh x \$0.18561	725.18	
Energy 1560 kWh	-327.89	
Total energy charges		473.97

The customer's meter was read on January 14, 2026 and the billing was fully reconciled.

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2101426	02B	61	38905.23	37263.00	1	1642
Your meter was read on Jan 14, 2026						

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

NS Power attached the account ledger and meter reads for the subject account ([REDACTED]). This is referenced on **pages 15-16** of 38 in the DRO file attached as **Confidential Attachment 1**.

- January 29, 2026 – The DRO wrote to Mr. Yadav indicating that NS Power's explanation clearly explained Mr. Yadav's reconciled January bill and asked whether the matter appeared to be resolved. This is referenced on **pages 8 and 14** of 38 in **Confidential Attachment 1**.
- February 2, 2026 – Mr. Yadav wrote to the DRO, saying: "I'm fine to close the case, but I may reopen the dispute if the previous bills aren't adjusted/corrected as expected." This is referenced at **page 7** of 38 in **Confidential Attachment 1**.
- February 2, 2026 – The DRO wrote advising that he was closing his file. This is referenced at **page 5** of 38 in **Confidential Attachment 1**.
- March 17, 2026 – Mr. Yadav wrote to the DRO and the Board about the charges on his March 16, 2026 invoice. This is referenced at **pages 3-5** of 38 in **Confidential Attachment 1**.
- March 23, 2026 – NS Power wrote to the DRO and provided the following explanation about Mr. Yadav's March bill:

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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.

As per the meter read history report, the customer's meter was read on July 9, 2025 and the read was 33356.00. This was a true read. The customer's meter was read again on January 14, 2026 and the read was 38905.23. This was a true read.

The customer was billed for 5549 (38905 – 33356) kWh's between July 9, 2025 and January 14, 2026.

Domestic Service from Jul 09 to Sep 15, 2025						
Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2101426	02B	68	34916.00	33356.00	1	1560

Domestic Service from Jul 09 to Nov 14, 2025						
Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2101426	02B	128	37263.00	33356.00	1	3907
2101426	02B	68	34916.00	33356.00	1	1560

Domestic Service from Nov 14 to Jan 14, 2026						
Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2101426	02B	61	38905.23	37263.00	1	1642

The customer has been billed appropriately.

This is referenced at **page 27** of 38 in **Confidential Attachment 1**.

- Month 25, 2026 – The DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

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

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process. The self-reconciling process is more fully explained in the immediately following paragraph.

...

Once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled. Your 6 month July 2025 to 2026 usage is based on actual meter readings and therefore accurate. For billing purposes previous estimate readings were subtracted from the actual 6-month usage. Once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled.

Final Written DRO Decision: In the context of Board approved Regulation 5.1, N.S. Power has appropriately billed the Customer for service to 9 Suffolk Close (Account # 2245740-2).

This is referenced on **pages 31-32** of 18 in the DRO decision attached as **Confidential Attachment 4**.

- March 27, 2025 – Mr. Yadav appealed the DRO's decision with the NSEB.

NS Power understands and sympathizes with Mr. Yadav's frustration about his reconciliation bill following two estimated billing periods and encourages Mr. Yadav to contact the Customer Care Centre to discuss flexible billing arrangements such as an interest-free payment plan.

NS Power agrees with the DRO's decision that Mr. Yadav has been billed appropriately for his consumption.

Please consider the enclosed information confidential due to the personal nature of the information that has been provided. NS Power has forwarded a copy of this correspondence to Mr. Yadav by e-mail.

Yours truly,



Jennifer Ross
Director, Regulatory Planning & Compliance

Encl.

c. Uday Yadav ([REDACTED])

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

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

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

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