



April 13, 2026

REDACTED

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

Re: M12757– DRO Appeal – Katie Seesahai

Dear Ms. Wallace:

On March 27, 2026 Katie Seesahai contacted the Nova Scotia Energy Board (NSEB, Board) to appeal a decision of the Dispute Resolution Officer (DRO) regarding her billing from Nova Scotia Power Inc. (NS Power).

In the Nova Scotia Energy Board's (Board, NSEB) letter dated March 31, 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 Thursday, April 16, 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 [Katie Seesahai].

Ms. Seesahai is appealing a decision by the Dispute Resolution Officer (DRO) dated March 21, 2026.

NS Power's response to the appeal includes the following documents:

- **Confidential Attachment 1** – DRO File
- **Confidential Attachment 2** – CIS Account Notes
- **Confidential Attachment 3** – Customer Bills

Please accept the following summary of activities and communications pertaining to the March 21, 2026 DRO decision being appealed by Ms. Seesahai:

April 13, 2026
L. Wallace

- March 9, 2026 – The NS Power Billing team noted Ms. Seesahai’s account as having a high bill and flagged the account for a manual review before releasing the NS Power bill. The file notes indicate that this was an AMI read and that the bill was reviewed and was being released. This is referenced on **page 1** of 2 in **Confidential Attachment 2**.
- March 11, 2026 – Ms. Seesahai contacted NS Power about her bill and was advised that her bill was a catch-up bill following the last true meter read, and that no late penalties would be applied. NS Power advised the option of budget billing. This is referenced on **page 2** of 2 in **Confidential Attachment 2**.
- March 12, 2026 – Ms. Seesahai contacted the DRO to formally dispute her NS Power bills. This is referenced on **pages 1-2** of 14 in the DRO file attached as **Confidential Attachment 1**.
- March 12, 2026 – The DRO responded to Ms. Seesahai 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 3-4** of 14 in the DRO file attached as **Confidential Attachment 1**.
- March 17, 2026 – Ms. Seesahai confirmed her consent to release her account information to the DRO. This is referenced on **page 6** of 14 in **Confidential Attachment 1**.
- March 18, 2026 – NS Power provided its position to DRO, stating the following:

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.

The customer’s meter reads for June, August, October and December 2025 were all estimated reads. Our customers will never pay for power they do not use. Any differences between estimated and actual usage will be addressed an accurately reflected in a future bill. The February 2026 meter read was a true read and the bill was the reconciliation bill.

April 13, 2026
L. Wallace

It is NS Power's position that the customer has been billed appropriately. We are here to help. If the customer requires a payment plan on the balance, our Customer Care team is available at 1-800-428-6230. They can offer flexible, interest-free payment plans like Equal Billing.

NS Power attached the account ledger and meter reads for the subject account ([REDACTED]). This is referenced on **page 7** of 14 in **Confidential Attachment 1**.

- For ease of reference, Ms. Seesahai's electricity consumption is set out in the table below. Readings in green are estimated. The information is compiled from Ms. Seesahai's invoices which are included as **Confidential Attachment 3**.

Year	February	April	June	August	October	December
2024	3859	3146	2391	3690	3130	3286
2025	6371	5817	3153	3382	3180	12942 -9715 [=3227]
2026	10078					

Ms. Seesahai's last true read was in April 2025, and the meter showed 80157.01 kWh. The next true read was in February 2026, and the meter showed 103176.73 kWh. Ms. Seesahai's actual consumption from April 23 to February 19 was 23019.72 kWh and she has been billed for that amount (23020 kWh).

- March 21, 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 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.

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

April 13, 2026
L. Wallace

This is referenced on **pages 13-14** of in the DRO file attached as **Confidential Attachment 1**.

- March 31, 2026 – Ms. Seesahai appealed the DRO's decision with the NSEB.

NS Power agrees with the DRO's decision that Ms. Seesahai has been billed appropriately for her electrical consumption.

NS Power understands Ms. Seesahai's frustration with her reconciliation bill and apologizes for the inconvenience she has suffered. There are options for addressing her arrears balance, including payment arrangements without penalties or late fees.

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 Ms. Seesahai by e-mail.

Yours truly,



Jennifer Ross
Director, Regulatory Planning & Compliance

Encl.

c. Katie Seesahai ([REDACTED])

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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