

July 13, 2026

[REDACTED]

Katie Seesahai

[REDACTED]

Dear Ms. Seesahai:

M12757 – Nova Scotia Power Incorporated – Appeal by Katie Seesahai of a Decision of the Dispute Resolution Officer

The Nova Scotia Energy Board (Board) has completed its review of your appeal regarding your Nova Scotia Power Incorporated (NS Power) account.

In your appeal, you submitted that your electricity bills increased significantly despite there being no material changes in your household's occupancy or electricity usage and despite improvements made to increase your home's energy efficiency. You expressed concern that there may be errors in the meter readings, estimated usage or billing calculations, and requested an independent review of your account, meter testing and reimbursement for any amounts billed in error.

The Board has carefully reviewed your submissions, the information filed by NS Power, the Dispute Resolution Officer record, and the responses provided during the appeal process.

The Board acknowledges that this matter has been a source of significant frustration and concern for you.

Following the cyber incident experienced by NS Power in 2025, the company was unable to consistently obtain actual meter readings for certain customers, including your account. During this period, NS Power still had an obligation to continue issuing monthly bills. As a result, bills were issued using estimated consumption until actual meter data became available.

An estimated bill is not intended to be a precise calculation of a customer's actual usage. Rather, it is a temporary approximation based on the best information available at the time. The purpose of an estimate is simply to allow billing to continue until an actual meter reading can be obtained. An estimate is only an approximation; it may be either higher or lower than actual consumption. Once an actual meter reading becomes available, the customer's account is reconciled. If the estimates were too high, the customer receives a credit. If the estimates were too low, the customer is billed for electricity that was consumed but not previously charged.

In the Board's view, this distinction is important. The reconciliation process does not create new electricity charges. It simply corrects the difference between estimated consumption and actual consumption once accurate meter information becomes available. Estimated billing is not, by itself, a billing error. It is a temporary method used when an actual read is not available.

Electricity meters are cumulative. The meter does not reset after each bill. It continues to record total electricity used at the property. When NS Power obtains an actual meter read after one or more estimated bills, the account is reconciled. Rather than using the estimated meter reading as the starting point to measure usage for the next period, NS Power reverts back to the last actual meter reading on file. This is because an estimated read is not treated as a final measurement of consumption. Any usage already billed through estimates is then credited or reversed to avoid double-counting.

In your case, your meter readings for June, August, October and December 2025 were all estimated reads. The last true read on your account prior to the February 2026 bill was on April 22, 2025. On April 22, 2025, when the meter was read the reading was 80,157.01 kWh. The next true read was on February 19, 2026, when the meter showed a reading of 103,176.73 kWh. This means that the total consumption between these periods was 23,020 kWh. This was billed on the invoices provided by NS Power in this filing as follows:

Read Type	Bill Start Date	Bill End Date	Last Meter Read	New Meter Read	kWh Usage	kWh Credited Due to Estimation	Total Usage Billed	Opening Balance	Payments	Current Period Charges	Balance
True Read	20-Feb-25	22-Apr-25	74,340.43	80,157.01	5,817	-	5,817	1,140.30	-1,150	1,173.93	1,164.23
Estimated	22-Apr-25	24-Jun-25	80,157.01	83,310.01	3,153	-	3,153	1,164.23	-220	654.75	1,598.98
Estimated	24-Jun-25	25-Aug-25	83,310.01	86,692.01	3,382	-	3,382	1,598.98	-1,700	699.37	598.35
Estimated	25-Aug-25	27-Oct-25	86,692.01	89,872.01	3,180	-	3,180	598.35	-801	660.01	457.36
Estimated	27-Oct-25	22-Dec-25	80,157.01	93,099.01	12,942	-9,715	3,227	457.36	-555	669.16	571.52
True Read	22-Dec-25	19-Feb-26	93,099.01	103,176.73	10,078	-	10,078	571.52	-870	1,970.82	1,672.34

For the December 22, 2025, bill, NS Power reset the billing calculation to the last confirmed meter reading of 80,157.01 kWh recorded on April 22, 2025, and established a revised estimated reading of 93,099.01 kWh as of December 20, 2025. This resulted in billed consumption of 12,942 kWh for the period from April 22, 2025, to December 20, 2025. The December 22, 2025, invoice also included a credit of 9,715 kWh to reverse the estimated consumption that had previously been billed on the June, August and October 2025 bills as reflected in the table above. Accordingly, the net consumption billed on the December 22, 2025, invoice was 3,227 kWh. The February 2026 bill is based on a true read and captures the complete reconciliation of the account from the last known read.

Under NS Power's *Regulations*, electric service is recorded by the meter. In plain terms, the meter is the measuring point for electricity entering the property. NS Power is responsible for delivering electricity to the meter and measuring what passes through it. What happens after electricity passes through the meter is determined by the specific characteristics and energy demands of the home. Factors influencing usage may include space heating, water heating, household appliances, number of occupants, insulation efficiency, and other electrical equipment. NS Power does not control those things inside the home. The Board must decide whether the electricity was delivered and measured properly, not whether every item inside the home used electricity efficiently.

As part of this appeal process, the meter serving your property was removed and tested. The test confirmed that the meter is operating within the applicable Measurement Canada accuracy standards. There is no evidence before the Board that the meter was malfunctioning or inaccurately recording electricity consumption. The evidence



shows that the electricity usage recorded on your account reconciles with the meter readings and the resulting charges.

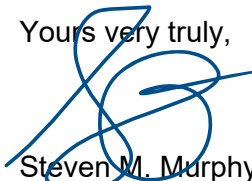
Based on the evidence before it, the Board finds that:

- The meter serving the property was operating within applicable accuracy standards;
- The estimated bills issued in 2025 were subsequently reconciled using actual meter readings;
- The February 2026 bill was based on an actual meter reading and did not include deferred consumption from prior estimated billing periods; and
- The historical consumption information supports a pattern of increasing usage over time rather than a sudden unexplained billing anomaly.

Accordingly, the Board finds that NS Power appropriately billed the account for the electricity recorded by the meter. The Board upholds the Dispute Resolution Officer's decision. Your appeal is dismissed.

The Board directs NS Power to work with you on a reasonable payment arrangement if required.

Yours very truly,



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

