

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Sent: March 24, 2026 11:35 AM
To: [REDACTED]
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: DRO Final Written Dispute re Briar Lee Mitchell payment dispute

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Briar Lee Mitchell

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

I will begin with my Role Statement as Dispute Resolution Officer (DRO) in matters of dispute between N.S.Power and their Customers : **I am not an employee of Nova Scotia Power** or the Nova Scotia Energy Board. I am appointed by Nova Scotia Power to satisfy the Regulations of the Board with respect to dispute resolution. My role is to address, and hopefully resolve, disputes with Nova Scotia Power that cannot be resolved through normal Customer channels. In my role I investigate N.S.Power's interpretation, and application, of Board approved Regulations. I do not have any jurisdiction over N.S.Power's day-to-day operations. My Decisions are binding on Nova Scotia Power but not on the Customer. Customers may appeal my Decisions (within 12 days of receipt of Final Written Decision) to the Board.

Your Dispute in summary is: that you have service from N.S.Power at [REDACTED] (Account [REDACTED]); that you dispute your 18 Mar bill for \$5,541.60/28539 Kwh; that you indicate that you understand that N.S.Power based their "STUPID estimates how a previous owner who had the house empty in winter"; that N.S.Power indicates that "Estimated bills are based on an average of the previous energy used at the property during a similar time of year."; that your June, Aug, Oct, and Dec 2025 bills were based on estimated meter

readings (reading record attached –“U” means unread); that your Feb 2026 bill were based on an actual meter reading; and that once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled (see more detailed explanation below).

Board approved Regulations relevant to this matter are 5.1 and 6.4 – copy attached.

Specific bills can be other than expected if they are based on estimated – as opposed to actual – meter readings. Once an actual meter reading is obtained, following an estimated reading for billing purposes, any estimation error is fully reconciled in following bills, that are based on actual readings, as a result of the cumulative, and self-reconciling nature, of the meter reading process. The self-reconciling process is more fully explained in the immediately following paragraph.

The “Cumulative Nature” of power meters is similar to the odometer in a car. They are not reset to zero after a reading is taken from them. The meter (when brand new) starts at, and displays, the number zero and that number increases as energy - measured in kilowatt-hours (kWh) - is delivered through it. It stops registering energy usage when no power is being delivered and resumes when power starts to be delivered again. When power starts again the meter does not return to zero but adds to the previous number indication. The displayed number increases proportional to the rate at which energy (kWh) is being delivered. It performs much like the odometer in a car which accumulates miles in proportion to how far one drives and at what speed, as well as how often, one starts and stops. If an error is made in reading a meter on one occasion, it will not affect the number displayed on a subsequent reading. If for example a reading of 1000 is reported as 100, the next time a reading is taken it will still be something in excess of 1000 – so if a Customer was billed for 100 Kwh when it should have been 1000, the Customer gets a short term “break” on being billed for 900 Kwh that were actually consumed, however if the next reading taken is 1500, that Customer will be billed for 1400 Kwh at that time. The net is that the Customer has been billed for 1500 Kwh consumption over a two-bill period even though there was a meter reading error. ($100 + 1400 = 1000 + 500$). The same effect occurs if the meter reading is estimated, or erroneously reported, either higher or lower than the fact.

Once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled. Your estimated usage over the June to Dec 2025 period was clearly much higher than actual usage. Your bill was fully reconciled in Feb 2026.

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]).

This Decision can be issued in conventional letter form, via regular mail, upon request.

You may appeal this decision to the Nova Scotia Energy Board (NSEB) if you wish; their contact information is: P.O. Box 1692, Unit M, Suite 300, 1601 Lower Water St. Halifax, N.S., B3J 2S3; Email - board@novascotia.ca ;Telephone - 902-424-1332 ,Toll Free in NS: 1-833-809-0040 ; Fax - 902-424-3919

Please note that N.S.Power indicates “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”. I attach related Board approved Regulations 5.3 and 6.5 for your review.

Don Farmer, P.Eng.

Dispute Resolution Officer