Nova Scotia POWER
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April 14, 2026

PARTIALLY CONFIDENTIAL

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

Re: M12767 – DRO Appeal – Briar Mitchell

Dear Ms. Wallace:

On March 24, 2026 Briar Mitchell wrote to the Nova Scotia Energy Board (NSEB, Board) to appeal a decision of the Dispute Resolution Officer (DRO) regarding her March 2026 invoice from Nova Scotia Power Inc. (NS Power).

In the Nova Scotia Energy Board's (Board, NSEB) letter to Ms. Mitchell 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 provide a copy of their response to Ms. Mitchell.

The following attachments are included as part of this response:

- **Confidential Attachment 1** – DRO File
- **Confidential Attachment 2** – CIS Account Notes
- **Confidential Attachment 3** – Invoices
- **Confidential Attachment 4** – DRO Decision

Please accept the following summary of activities and communications pertaining to the March 24, 2026 DRO decision being appealed by Ms. Mitchell.

- March 6, 2025 – Briar Mitchell opened account [redacted] for premises located at [redacted] NS.

- As noted on the CIS account notes, Ms. Mitchell emailed NS Power on April 9, 2025 asking why her bill was so high. This is referenced on **page 1** of 15 in **Confidential Attachment 2**. There was subsequent communication between Ms. Mitchell and NS Power in July 2025, October 2025, and December 2025 regarding payment of her account. This is referenced on **pages 3-8** of 15 in **Confidential Attachment 2**. In February Ms. Mitchell had further discussions about her account balance, and on March 19, 2026 she advised that she had contacted the DRO about her high bill. This is referenced on pages **9-15** of **Confidential Attachment 2**.

- Ms. Mitchell's initial bill was issued on April 3, 2025 and showed consumption of 4846 kWh. This is referenced at **page 1** of 6 in **Confidential Attachment 3**. Due to the fallout from the cyber incident which impacted NS Power in April 2025, Ms. Mitchell received estimated meter reads for June, August, October and December 2025 and was billed according to those estimated reads.

- In February 2026 Ms. Mitchell received a reconciliation bill in the amount of $5,541.60 which was based on the actual kWh consumption at the premises. That bill showed that the actual consumption was significantly higher than had been estimated for the previous eight months. This is referenced on **page 6** of 15 in **Confidential Attachment 2**.

- On March 17, 2026 Ms. Mitchell contacted the DRO to formally dispute her February 2026 reconciliation bill. This is referenced on **page 2** of 32 in the DRO file attached as **Confidential Attachment 1**.

- On March 19, 2026 the DRO responded to Ms. Mitchell 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 **page 1** of 32 in the DRO file attached as **Confidential Attachment 1**.

- On March 20, 2026 Ms. Mitchell provided her consent to release her personal account information to the DRO. This is referenced on **page 12** of 32 in the DRO file attached as **Confidential Attachment 1**

- On March 23, 2026 NS Power provided its position to DRO, stating the following:

> Most of our meters are now reconnected to our billing system and as a result, more customer bills are showing actual electricity usage. Once the meter is read, either remotely or in-person,

> the customer's bill is reconciled automatically to reflect actual usage.
>
> NS Power confirms that the customer's meter reads for June, August, October, and December were estimated. Estimated bills are based on an average of the previous energy used at the property during a similar time of year. Any differences between estimated and actual usage will be addressed and accurately reflected in a future bill. The February 2026 meter read was a true read and the bill was the reconciliation bill.
>
> 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.

NS Power attached the account ledger and meter reads for the subject account #[redacted] This is referenced on **page 17** of 32 in the DRO file attached as **Confidential Attachment 1**.

- On March 24, 2026 the DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

> …
>
> 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 is referenced on **pages 2 to 3** of 3 in the DRO decision attached as **Confidential Attachment 4**.

- On March 25, 2025 – Ms. Mitchell appealed the DRO's decision to the NSEB.

NS Power agrees with the DRO's decision that Ms. Mitchell has been appropriately billed for the electric service she has received.

NS Power understands Ms. Mitchell's frustration with a high reconciliation bill when several of her bills had been underestimated and apologizes for the experience.

NS Power reiterates that it is willing to make payment arrangements with Ms. Mitchell to address the arrears balance, and that there are no interest charges or late fees payable.

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. Mitchell by e-mail.

Yours truly,

Jennifer Ross
Director, Regulatory Planning & Compliance

Encl.

c. Briar Mitchell [redacted]

[redacted]

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