



April 16, 2026

REDACTED

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

Re: M12773 – DRO Appeal – Celine Franz

Dear Ms. Wallace:

On March 28, 2026 Celine Franz contacted the Nova Scotia Energy Board (NSEB, Board) to appeal a decision of the Dispute Resolution Officer (DRO) regarding billing and consumption issues for her Nova Scotia Power Inc. (NS Power) account.

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 [Celine Franz].

Included with this response are the following documents:

- **Confidential Attachment 1** – DRO File
- **Confidential Attachment 2** – Meter Reads¹
- **Confidential Attachment 3** – Invoices

Please accept the following summary of activities and communications pertaining to the March 26, 2026 DRO decision being appealed by Ms. Franz:

- According to Ms. Franz's complaint to the Board, she received her bill in the

¹ There are no CIS account notes for Ms. Franz's account.

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amount of \$1403.04 in February 2026 and she disputes it because it shows her consumption in December and January as higher than in the same period in previous years.

- March 23, 2026 – Ms. Franz contacted the DRO to formally dispute her December-January NS Power bill. This is referenced on page 1 of 15 in the DRO file attached as **Confidential Attachment 1**.
- March 25, 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 5-6** of 15 in the DRO file attached as **Confidential Attachment 1**.
- March 25, 2026 – Ms. Franz confirmed her consent to release her personal account information to the DRO. This is referenced on **page 7** to of 15 in the DRO file attached as **Confidential Attachment 1**.
- March 26, 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 all estimated. 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. The February 2026 meter read was a true read and the bill was the reconciliation bill.

In reviewing the total yearly usage over the last three years usage at the premises, the customer's total consumption has been less in the past year than previous years.

Total actual usage from February 2025 to February 2026 – 14,520 kWh's

Total actual usage from February 2024 to February 2025 – 19,281 kWh's

Total actual usage from February 2023 to February 2024 – 21,152

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kWh's

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 8** of 15 in the DRO file attached as **Confidential Attachment 1**.

- The following table sets out the actual and estimated usage on Ms. Franz's account from February 2024 to February 2026. This information comes from the customer bills which are included as **Confidential Attachment 3**.

Year	February	April	June	August	October	December
2024	5186	4430	2995	2465	2165	2824
2025	4402	4094	2681	2371	2093 <u>-5052</u> = -2959	1224
2026	7109					

The estimated bills from June to December 2025 were lower than actual consumption, which resulted in a higher reconciliation bill in February 2026.

The last true read in April 2025 showed 55430.91. The next true read was the one in February 2026, which had a reading of 70908.81. Ms. Franz's consumption between April 2025 and February 2026 was 15477.90 kWh.

- March 26, 2026 – The DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

Your Dispute in summary is: that you have service from N.S. Power at (REDACTED) (Account # (REDACTED)); that you dispute your Feb 2026 bill for \$1403.04 / 7109 Kwh; that you indicate your dispute is “ concerning my December–January electricity bill, which showed a significant and unexplained increase in consumption compared to the same period in the previous year, despite no change in usage behavior.”; that your February 2025 to February 2026 consumption was 14,520 Kwh; that your February 2024to February 2025 consumption was 19,281 was Kwh; that your February 2023 to February 2024

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consumption was 21,152 Kwh; 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 bills was 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).

...

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. Your estimated usage over the June to Dec 2025 periods were clearly lower than actual usage.

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 13-14** of 15 in the DRO file attached as **Confidential Attachment 1**.

- March 28, 2026 – Ms. Franz appealed the DRO’s decision with the NSEB.

NS Power agrees with the DRO’s decision that Ms. Franz has been billed appropriately.

NS Power understands Ms. Franz’s frustration with the reconciliation process and apologizes for the confusion this may have caused.

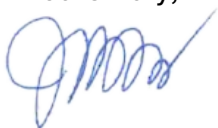
If Ms. Franz requires a payment plan on the balance, NS Power will make payment arrangements with Ms. Franz to address the arrears, and there will be no interest charges or late fees applied.

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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. Franz by e-mail.

Yours truly,

A handwritten signature in blue ink, appearing to read 'J Ross', with a stylized flourish extending from the end.

Jennifer Ross

Director, Regulatory Planning & Compliance

Encl.

c. Celine Franz (



REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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