



April 23, 2026

REDACTED

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

Re: M12777 – DRO Appeal – Miguel Adam

Dear Ms. Wallace:

On April 2, 2026 Miguel Adam contacted the Nova Scotia Energy Board (NSEB, Board) to appeal a decision of the Dispute Resolution Officer (DRO) regarding his March 2026 reconciliation bill.

In the Nova Scotia Energy Board's (Board, NSEB) letter dated April 9, 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 23, 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 [Miguel Adam].

Mr. Adam is appealing a decision by the Dispute Resolution Officer (DRO) dated April 1, 2026. The complete DRO file as provided by the DRO pertaining to this decision is included as **Confidential Attachment 1**. Attached as **Confidential Attachment 2** are the relevant customer account and communication notes from NS Power's CIS database. Attached as **Confidential Attachment 3** are copies of Mr. Adam's NS Power bills.

Please accept the following summary of activities and communications pertaining to the April 1, 2026 DRO decision being appealed by Mr. Adam:

- March 25, 2026 – Mr. Adam contacted the DRO at 4:48 pm to formally dispute

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his March 19, 2026 reconciliation bill in the amount of \$1477.73. Mr. Adam contacted the DRO by forwarding his email correspondence to NS Power dated March 25, 2026 at 4:46 pm. This is referenced on **page 4** of 20 in the DRO file attached as **Confidential Attachment 1**.

- March 26, 2026 – The DRO responded to Mr. Adam advising him to attempt to resolve the matter through normal customer relations channels at NS Power. This is referenced on **page 3** of 20 in **Confidential Attachment 1**.
- March 26, 2026 – Mr. Adam contacted NS Power regarding his March 2026 bill. He was advised that his current bill is based on a true meter read and it is a catch-up (reconciliation) bill for the previous estimated bills. Mr. Adam sent in photographs of his meter reading, but as the February read was a true read, the account was not adjusted. This is referenced on **pages 1-3** of 3 in **Confidential Attachment 2**.
- March 30, 2026 – Mr. Adam contacted the DRO again to pursue his dispute. This is referenced on **pages 6-11** of 20 in **Confidential Attachment 1**.
- March 30, 2026 – The DRO responded to Mr. Adam 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 1-2** of 2 in the DRO file attached as **Confidential Attachment 1**.
- March 30, 2026 – Mr. Adam confirmed he had given his verbal consent to release his account information to the DRO. This is referenced on **page 2** of 20 in the DRO file attached as **Confidential Attachment 1**. NS Power advised that Mr. Adam had not given his consent, and asked him to do so by way of a response to the email. The DRO file does not contain a copy of Mr. Adam's written consent, but the response email from NS Power confirms that the DRO had been granted access to Mr. Adam's account. This is referenced on **page 14** of 20 in **Confidential Attachment 1**.
- April 1, 2026 – NS Power provided its position to DRO, stating the following:

Meter connections to our billing system have been restored to normal operation, and customer billing is returning to normal.

NS Power confirms that the customer's meter reads for August, October and December were estimated. 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.

The rate code indicates this is an electrically heated property and appears that the customer may have been underestimated on

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the December bill, making the reconciliation bill higher.

The peak billed 2-month winter usage at the subject premises was 3265 kWh. This occurred during the mid December 2023 to mid February 2024 billing period.

We are not applying late charges or penalties on any outstanding balances, and we will communicate with customers before reintroducing any late fees on unpaid amounts.

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 14** of 20 in the DRO file attached as **Confidential Attachment 1**.

- For context, Mr. Adam opened his account at the end of May 2025, and his July bill was his initial bill. A summary of Mr. Adam's account activity is set out below. Estimated meter reads are highlighted in green.

	July 2025	August 2025	October 2025	November 2025	February 2026
kWh	238	544	524	2022 1068-	7490
Base	\$10.86	\$38.34	\$38.34	\$115.02	\$10.40 \$27.94
Energy	\$44.18	\$100.97	\$97.26	\$375.30 -\$274.91	376.97 \$992.83
HST/Other	\$15.30	\$6.96	\$6.78	\$10.77	\$70.41
Payments		(\$70.34)	(\$146.27)	(\$142.38)	(\$227.00)
Total Charges	\$70.34	\$146.27	\$142.38	\$226.18	\$1477.73

In November there was an updated (estimated) meter read of 2022 kWh, and Mr. Adam was credited with 1068 kWh (plus four months of base (customer) charges at \$19.17) which had been estimated on his bills in August and October.

The following is a manual reconciliation of the charges based on Mr. Adam's consumption from July 2025 to February 2026. The last meter read on the account (as shown on Mr. Adam's initial bill) was 37464.61. The February 2026

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true meter read was 47215.10. Mr. Adam's actual consumption between July 2025 and February 2026 was therefore 9750.49 kWh.

Based on the information in his invoices, there were 48 days in the 2026 billing period (31 days in January plus the 18 days in February), and 215 days in the 2025 billing period. Mr. Adam's February 2026 bill shows that he was charged \$992.83 for energy at the 2026 rate (\$0.18187). This represents 5459 kWh at that rate ($\$992.83 \div 0.18187 = 5459$). Taking Mr. Adam's total consumption of 9750.49 kWh from July 2025 to February 2026, this results in 4291.49 kWh consumed in 2025 and charged at the rate of \$0.18561, for a total of \$796.54.

The base (customer) charge is \$19.17 per month, so there were 8 months of charges from August to February (\$153.36) plus the pro-rated amount of \$10.86 for the 17-day billing period in July 2025 ($(17 \div 30) \times \$19.17 = \10.86). The total of the base charges and energy charges from July 2025 to February 2026 is \$1953.59. The addition of 14% HST less the provincial rebate amounts to \$110.13. The total charges for Mr. Adams amount to \$2063.81. From this it is necessary to deduct the payments which Mr. Adams made on his account in July (\$70.34), September (\$146.27), November (\$142.38), and January (\$227.00). This leaves a balance of \$1477.73, which is the amount appearing on Mr. Adam's February 2026 invoice.

Description	Details	Amount
February 12, 2026 True Read	47215.10	
July 11, 2025 True Read	37464.61	
Total kWh Consumed	9750.49 kWh	
Energy Charge in 2025 (215 days)	4291.49 @ .18561	\$796.54
Energy Charge in 2026 (48 days)	5459 @ .18187	\$992.83
Customer Charge August 2025 – February 2026 July 2025	8 @ 19.17 1 @ 10.86 (17 days)	\$164.22
Subtotal		\$1953.59
HST less Rebate	HST 14%	\$110.13
Total		\$2063.81
Less Payment July 25		(\$70.34)
Less Payment September 3		(\$146.27)
Less Payment November 13		(\$142.38)
Less Payment January 16		(\$227.00)
Balance Owing		\$1477.73

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- April 1, 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 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.

...

Once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled. Your estimated usage over the Oct and Dec 2025 periods was 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 18-19** of 20 in the DRO file attached as **Confidential Attachment 1**.

- April 2, 2026 – Mr. Adam appealed the DRO's decision with the NSEB.

NS Power understands the concern about receiving a large reconciliation bill after several months of estimated bills, and apologizes for the distress this has caused Mr. Adam. There are flexible, interest-free options available for retiring the balance, and NS Power encourages Mr. Adam to contact the Customer Care Centre to work to find a solution.

NS Power agrees with the DRO's decision that Mr. Adam was billed appropriately.

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 Mr. Adam by e-mail.

Yours truly,



Jennifer Ross
Director, Regulatory Planning & Compliance

Encl.

c. Miguel Adam ([REDACTED])

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

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