

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)

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Ashlee Wiseman

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 are Executive Director of the Cape Centre for Adults; that you have service from N.S.Power at 40 Lower McLean St, Glace Bay (Account # [REDACTED]); that you dispute your 23 March 4 month bill for \$13,425.24; that you operate 8 am to 3:30 pm and are closed on weekends; that compared to previous billings – this "simply does not make sense"; that N.S.Power indicate "NS Power did not obtain a January meter read therefore a January bill was not generated. NS Power apologize for any inconvenience."; that your May, July, Sept, and Nov 2025 bills were based were based on estimated meter readings (reading record attached – "U" means unread); that your meter was read in March 2026; 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

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Once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled. Your estimated usage over the 10 month May 2025 to March 2026 periods was clearly lower than actual usage.

N.S.Power did not bill you in January resulting in a 4 month bill in March.

Final Written DRO Decision: In the context of Board approved Regulation 5.1, N.S.Power has appropriately billed the Customer for service to 40 Lower McLean St (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

N.S.Power has offered to discuss a payment plan with you.

Don Farmer, P.Eng.

Dispute Resolution Officer

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