



April 21, 2026

REDACTED

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

Re: M12792 – DRO Appeal – Centre for Adults in Progressive Employment Society

Dear Ms. Wallace:

On April 7, 2026 Ashlee Wiseman on behalf of the Centre for Adults in Progressive Employment Society (CAPE) contacted the Nova Scotia Energy Board (NSEB, Board) to appeal a decision of the Dispute Resolution Officer (DRO) regarding a billing and consumption dispute arising from the March 2026 Nova Scotia Power bill.

In the Nova Scotia Energy Board's (Board, NSEB) letter dated April 7, 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 21, 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 [Centre for Adults in Progressive Employment Society (CAPE)].

CAPE is appealing a decision by the Dispute Resolution Officer (DRO) dated March 31, 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 the relevant customer invoices.

Please accept the following summary of activities and communications pertaining to

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the March 31, 2026 DRO decision being appealed by CAPE:

- March 25, 2026 – Ashlee Wiseman contacted the Customer Care Centre to inquire why the bill was so high. She was advised that the March bill was for 2 billing periods (4 months) and the previous four billings were estimated. The notes also indicate that there are two industrial heat pumps on site, with one set at 68°F and the other at 70°F. This is referenced on **pages 1-2** of 2 in **Confidential Attachment 2**.
- March 27, 2026 – CAPE contacted the DRO to formally dispute the NS Power bill for November 5-March 3, 2026. This is referenced on **pages 1-2** of 16 in the DRO file attached as **Confidential Attachment 1**.
- March 28, 2026 – The DRO responded to CAPE 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 3-4** of 16 in the DRO file attached as **Confidential Attachment 1**.
- March 30, 2026 – CAPE confirmed its consent to release its account information to the DRO. The consent email is not contained in the DRO file, but NS Power's response to the DRO indicates that consent had been provided on the account. This is referenced on **page 6** of 16 in the DRO file attached as **Confidential Attachment 1**.
- March 31, 2026 – NS Power provided its position to DRO, stating the following:

We are continuing to work on restoring all regular services to our customers following the cyber incident. Meters are now being reconnected to our billing system. Completing this process will take time. As meters are reconnected, more customers will receive a bill based on actual usage. Customers' bills will continue to indicate whether it is estimated or has been read. If the bill is based on an actual meter read, this may have been done either physically by a meter reader or remotely.

NS Power has confirmed that the customer's meter reads for May, July, September, and November were all estimated meter reads. NS Power did not obtain a January meter read; therefore a January bill was not generated. NS Power apologizes for any inconvenience. 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 March 2026 meter read was a true read and the bill was a reconciliation bill and was a double bill to include service

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between November 5, 2025 to March 3, 2026.

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 6** of 16 in the DRO file attached as **Confidential Attachment 1**.

- Month X, 202X – 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 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 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 [REDACTED] (Account# [REDACTED]).

This is referenced on **page 15** of 16 in the DRO file attached as **Confidential Attachment 1**.

- April 7, 2026 – CAPE appealed the DRO's decision with the NSEB.

NS Power understands and sympathizes with CAPE's frustration with receiving a series of estimated bills followed by a true-up bill which contains a reconciliation and

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billing for a four-month period. CAPE can contact NS Power's Customer Care Centre to discuss options for clearing the balance, including interest-free payment plans and equal billing.

NS Power agrees with the DRO's decision that the customer has been 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 CAPE by e-mail.

Yours truly,

A handwritten signature in blue ink, appearing to read 'J Ross', is positioned above the printed name.

Jennifer Ross
Director, Regulatory Planning & Compliance

Encl.

c. CAPE c/o Ashlee Wiseman [REDACTED]

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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