



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: M12797 – DRO Appeal – Marilyn Ells

Dear Ms. Wallace:

On April 8, 2026 Colina McNeil on behalf of Marilyn Ells contacted the Nova Scotia Energy Board (NSEB, Board) to appeal a decision of the Dispute Resolution Officer (DRO) regarding Ms. Ells' Nova Scotia Power 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 [Marilyn Ells].

Ms. Ells 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 customer bills for 2024-2026.

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

- November 2025 – Ms. Ells contacted NS Power several times to ask about her August and October bills. This is referenced on **pages 7-9** of 11 in **Confidential Attachment 2**. On January 12, 2026 Ms. Ells asked about when the information

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on MyEnergy Insight would be available. This is referenced on **page 10** of 11 in **Confidential Attachment 2**. On March 9, 2026 Ms. Ells called about her high bill and was advised that it was a catch-up (reconciliation) bill. This is referenced on **page 11** of 11 in **Confidential Attachment 2**.

- March 30, 2026 – Colina McNeil from the Kings North Constituency Office contacted the DRO on behalf of Marilyn Ells to formally dispute a high power bill. This is referenced on **pages 1-2** of 21 in the DRO file attached as **Confidential Attachment 1**.
- March 30, 2026 – The DRO responded to Ms. MacNeil 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 21 in the DRO file attached as **Confidential Attachment 1**.
- March 31, 2026 – Ms. McNeil confirmed that Ms. Ells had given her consent to release her account information to the DRO. This is referenced on **page 6** of 21 in the DRO file attached as **Confidential Attachment 1**.
- March 31, 2026 – NS Power provided its position to DRO, stating the following:

Most of our meter reads 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 bill is reconciled automatically to reflect actual usage.

NS Power confirms that the customer's meter reads for 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 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 8** of 21 in the DRO file attached as **Confidential Attachment 1**.

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- For ease of understanding, a billing and consumption reconciliation between the August 2025 true read and the February 2026 true read is provided below.

Ms. Ells' last true read before the reconciliation bill was in August 2025, and the meter read was 41604.00. The February 2026 true read was 51934.49. Therefore, Ms. Ells' consumption during those six months was 10330.49 kWh.

The October 2025 bill accounted for the charges following the August 21, 2025 true read. The base charge was \$38.34 for the two-month period, and the energy charge was \$397.39 for 2141 kWh used (at \$0.18561/kWh).

Those October 2025 charges (2141 kWh consumption plus base charges for two months) were then reversed on the December 2025 bill. At that time, Ms. Ells was billed for 3971 kWh. The charges on the December bill were for four months of base charges (\$78.68) and energy consumption of 3971 kWh (\$737.060).

The February 2026 read was a true read and the bill showed a total consumption of 6359 kWh from the December 22, 2025 billing date. The February bill included two months of base charges (\$5.85 in 2025 and \$32.49 for 2026) plus the 6359 kWh (\$1160.14). The energy charges were broken down into the 2025 charges (970 kWh x \$0.18561 = \$180.04) and the 2026 charges (5359 x \$0.18187 = \$980.10).

According to the invoices, Ms. Ells paid for 2141 kWh on November 13, 2025 (\$435.730 and 1830 kWh on January 20, 2026 (\$396.91).¹ This amount is deducted from the total amounts owing, leaving the balance shown on Ms. Ells' February 2026 bill.

Description	Details	Amount
February 2026 True Read	51934.49	
August 2025 True Read	41604.00	
Total kWh Consumed	10330.49 kWh	
October 2025 base charge	2 @ \$19.17	38.34
October 2025 energy charge	2141 @ \$0.18561	397.39
December 2025 base charge	4 @ 19.17	76.68
December 2025 energy Charge	3971 @ \$0.18561	737.06
October 2025 base charge reversed	-2 @ \$19.17	(38.34)*
October 2025 energy charge reversed	-2141 @ \$0.18561	(397.39)*
February 2026 base charge for 2025	9 / 30 @ \$19.17	5.85

¹ The \$495.40 paid in September was for the amount owing on the August 2025 bill and applies to the energy consumed up to August 21, 2025.

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Description	Details	Amount
February 2026 base charge for 2026	50 / 60 @ \$19.17	32.49
February 2026 energy charge for 2025	970 @ \$0.18561	180.04
February 2026 energy charge for 2026	5389 @ \$0.18187	980.10
Subtotal		\$2012.21
HST less Rebate	HST 14% x 0.357	\$100.62
Total		\$2112.83
Less Payment November 13		(457.51)
Less Payment January 20		(396.91)
Balance Owning		\$1258.41

*These amounts were combined and shown as -435.73 on the bill.

- 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 Aug 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 15-16** of 21 in the DRO file attached as **Confidential Attachment 1**.

- November 4, 2025 –Ms. Ells (care of Colina McNeil) appealed the DRO's decision with the NSEB.

NS Power understands the concern of receiving a large reconciliation bill after several months of estimated bills, and apologizes for the distress this has caused Ms. Ells.

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There are flexible, interest-free options available for retiring the balance, and NS Power encourages Ms. Ells to contact the Customer Care Centre to work to find a solution.

NS Power agrees with the DRO's decision that Ms. Ellis 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 Ms. Ells by mail and to Ms. McNeil by e-mail.

Yours truly,



Jennifer Ross
Director, Regulatory Planning & Compliance

Encl.

c. Marilyn Ells by mail to

[REDACTED]

Colina McNeil [REDACTED]

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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