

April 23, 2026

PARTIALLY CONFIDENTIAL

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

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 (0517931-2). This is referenced on **page 8** of 21 in the DRO file attached as **Confidential Attachment 1**.

- 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.

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 495 North Bishop Rd (Account# 0517931-2).

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.

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
495 North Bishop Rd
Brooklyn Corner NS
B0P 1G0

Colina McNeil (cmnkingsnorth@gmail.com)

Colina McNeil as Agent for

nspdisputeresolution@gmail.com

From: Colina McNeil <cmnkingsnorth@gmail.com>
Sent: Monday, March 30, 2026 2:13 PM
To: nspdisputeresolution@gmail.com
Subject: Action: Marilyn Ells - Account 0517931 - 2
Attachments: Farmer.pdf

*MARILYN ~~Ells~~
Ells*

Hello Mr. Farmer,

Colina Agent

My name is Colina McNeil and I work in John Lohr's, Kings North Constituency. I have been assisting Marilyn Ells with her Nova Scotia Power complaint. I am forwarding the attached letter on behalf of Marilyn Ells. Please review and respond at your earliest.

Thank you for your attention to this very important matter.

Colina McNeil
Kings North Constituency Office

March 23, 2026
495 N. Bishop Rd.
Brooklyn Corner
NS. BOP 160

Mr. Farmer
NSP DRO
PO. Box 910 Scotia Square
Hfx, NS
B3J 2W5

Sir,
I contacted N.S. Power and was not able to resolve the problem with a very high power bill. Acct# 0517931-2 (Mar 10th)
I received direction from Nicole to contact DRO. With your assistance I hope to be able to move on with my life. At 80 years of age I find the situation very upsetting. I can be reached at 902-321-9585

Sincerely,

Marilyn Ells

nspdisputeresolution@gmail.com

From: nspdisputeresolution@gmail.com
Sent: Monday, March 30, 2026 3:01 PM
To: 'cmnkingsnorth@gmail.com'; customerrelations@nspower.ca
Subject: 30 March email to the DRO from Colina McNeil acting as Agent for Marilyn Ells
Action re Account 0517931 - 2
Attachments: Farmer.pdf

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

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

nspdisputeresolution@gmail.com

Colina McNeai as Agent for Marilyn Ells; N.S.Power Customer Relations

Colina McNeal as Agent for Marilyn Ells

In response to your following email, 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.

If Marilyn has not already done so, please have her contact N.S. Power by telephone at 1-800-428-6230 and give them her consent, to release her account information, to both you and me. If Marilyn has an email address on file with N.S.Power, she may give consent via email to the N.S.Power at the email address above,

Please copy N.S.Power at the email address above on all future email to me. They will similarly copy you on their email to me related to this matter.

Your dispute is a "consumption dispute". A fundamental point I must make in such disputes is that N.S.Power's responsibility is to deliver power to the metering point. They have no role or

responsibility with respect to how that energy is consumed on the premise. On-premise usage is a function of lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors well beyond N.S.Power's ability to address or control (outside temperatures, faulty wiring, ground faults, theft of power). Meter accuracy thus becomes the "acid test" in determining if appropriate usage is being billed. The test to confirm meter accuracy is an "as found" meter accuracy test, performed by N.S.Power in their Measurement Canada accredited meter shop, followed by a meter test by Measurement Canada if the Customer wishes to have an independent meter test performed

Specific bills can be other than expected if they are based on estimated – as opposed to actual – meter readings. As part of my investigation of this matter, I will determine if estimated meter readings are a factor in your dispute. 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.

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 power starts to be delivered again. When power starts again the meter does not return to zero but adds to the previous number indication. The displayed number increases proportional to the rate at which energy (kWh) is being delivered. It performs much like the odometer in a car which accumulates miles in proportion to how far one drives and at what speed, as well as how often, one starts and stops. If an error is made in reading a meter on one occasion, it will not affect the number displayed on a subsequent reading. If for example a reading of 1000 is reported as 100, the next time a reading is taken it will still be something in excess of 1000 – so if a Customer was billed for 100 Kwh when it should have been 1000, the Customer gets a short term "break" on being billed for 900 Kwh that were actually consumed, however if the next reading taken is 1500, that Customer will be billed for 1400 Kwh at that time. The net is that the Customer has been billed for 1500 Kwh consumption over a two bill period even though there was a meter reading error. ($100 + 1400 = 1000 + 500$). The same effect occurs if the meter reading is estimated, or erroneously reported, either higher or lower than the fact.

N.S.Power

Please provide me with N.S.Power's position in the matter as well as copies of relevant account statements, meter reading information, and relevant computerized notes or notices.

Don Farmer, P.Eng.
Dispute Resolution Officer

From: Colina McNeil <cmnkingsnorth@gmail.com>
Sent: Monday, March 30, 2026 2:13 PM
To: nspdisputeresolution@gmail.com
Subject: Action: Marilyn Ells - Account 0517931 - 2

Hello Mr. Farmer,

My name is Colina McNeil and I work in John Lohr's, Kings North Constituency. I have been assisting Marilyn Ells with her Nova Scotia Power complaint. I am forwarding the attached letter on behalf of Marilyn Ells. Please review and respond at your earliest.

Thank you for your attention to this very important matter.

Colina McNeil
Kings North Constituency Office

nspdputeresolution@gmail.com

From: Colina McNeil <cmnkingsnorth@gmail.com>
Sent: Tuesday, March 31, 2026 11:19 AM
To: nspdputeresolution@gmail.com
Cc: customerrelations@nspower.ca
Subject: Action: Complaint / Marilyn Ells / Account 0517931 - 2
Attachments: nscomplaint.pdf

Mr. Farmer,

Please review the attached documents:

Authorization and consent form
Complaint About an Electric Utility
Prepare to contact us
Power Bill dated: Oct. 27, 2025
Power Bill dated: Dec. 22, 2025
Power Bill dated: Feb. 19, 2026

Marilyn Ells has contacted N.S. Power and given her consent to communicate through this office. Marilyn disagrees with her Feb. 19, 2026 power bill. Please note that her power consumption average indicates \$20.31 per day on this bill. Marilyn says that her per day average has never been greater than \$7.00 per day. Thank you for looking into this matter. We await your response at your earliest. If you wish to contact Marilyn directly, she can be reached at 902-321-9585.

Thank you for your attention to this very important matter.

Colina McNeil
Kings North Constituency Office

nspdisputeresolution@gmail.com

From: nspdisputeresolution@gmail.com
Sent: Tuesday, March 31, 2026 11:47 AM
To: 'cmnkingsnorth@gmail.com'
Cc: customerrelations@nspower.ca
Subject: DRO 31 Mar re Colina McNeil acting as Agent for Marilyn Ells Action re Account 0517931 - 2
Attachments: Farmer.pdf; Action: Complaint / Marilyn Ells / Account 0517931 - 2

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

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

nspdisputeresolution@gmail.com

Colina McNeil as Agent for Marilyn Ells

In response to your attached message of today, now that Marilyn Ells has given her consent for me to access her Account information, my investigation can proceed

Don Farmer, P.Eng.
Dispute Resolution Officer

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Sent: Monday, March 30, 2026 3:01 PM
To: 'cmnkingsnorth@gmail.com' <cmnkingsnorth@gmail.com>; customerrelations@nspower.ca
Subject: 30 March email to the DRO from Colina McNeil acting as Agent for Marilyn Ells Action re Account 0517931 - 2

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

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

nspdisputeresolution@gmail.com

nspdisputeresolution@gmail.com

From: Customer Relations <customerrelations@nspower.ca>
Sent: Tuesday, March 31, 2026 3:11 PM
To: 'nspdisputeresolution@gmail.com'
Cc: 'cmnkingsnorth@gmail.com'; Customer Relations
Subject: RE: DRO 31 Mar re Colina McNeil acting as Agent for Marilyn Ells Action re Account 0517931 - 2
Attachments: Marilyn Ells Ledger.pdf; Marilyn Ells Meter Reads.pdf

Mr. Farmer,

Access ~~for the~~ DRO has been granted on subject account# 0517931-2.

The first attachment is a copy of the account ledger for the subject account.

The second attachment is a copy of the meter reads obtained for the subject account.

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 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 the bill 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.

Teri

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Sent: March 31, 2026 11:47 AM
To: cmnkingsnorth@gmail.com
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: DRO 31 Mar re Colina McNeil acting as Agent for Marilyn Ells Action re Account 0517931 - 2

****Exercise Caution - This is an external email from: nspdisputeresolution@gmail.com.**
 Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.**

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

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744



PO Box 910 •
Halifax, Nova

Statement of Account / Customer / Premises

Customer MARILYN ELLS

Service address 495 NORTH BISHOP RD BROOKLYN CORNER, NS

2026-02-29	CHG	\$1,258.41	\$1,258.41
2026-01-20	PAY	396.91CR	\$0.00
2025-12-22	CHG	\$396.91	\$396.91
2025-11-13	PAY	457.51CR	\$0.00
2025-10-27	CHG	\$457.51	\$457.51
2025-09-08	PAY	495.40CR	\$0.00
2025-08-25	CHG	\$495.40	\$495.40
2025-07-18	PAY	372.15CR	\$0.00
2025-06-24	CHG	\$372.15	\$372.15
2025-06-13	PAY	316.22CR	\$0.00
2025-04-24	CHG	\$316.22	\$316.22
2025-03-20	PAY	424.16CR	\$0.00
2025-02-24	CHG	\$424.16	\$424.16
2025-01-17	PAY	340.64CR	\$0.00
2024-12-23	CHG	\$340.64	\$340.64
2024-12-02	PAY	346.22CR	\$0.00
2024-10-25	CHG	\$346.22	\$346.22
2024-09-25	PAY	395.10CR	\$0.00
2024-08-26	CHG	\$395.10	\$395.10
2024-07-08	PAY	304.40CR	\$0.00
2024-06-24	CHG	\$304.40	\$304.40
2024-05-14	PAY	364.34CR	\$0.00
2024-04-24	CHG	\$364.34	\$364.34
2024-03-28	PAY	411.37CR	\$0.00
2024-02-23	CHG	\$411.37	\$411.37
2024-01-15	PAY	253.53CR	\$0.00
2023-12-21	CHG	\$253.53	\$253.53
2023-11-28	PAY	237.45CR	\$0.00
2023-10-25	CHG	\$234.30	\$237.45
2023-10-04	PAY	210.26CR	\$3.15
2023-10-03	LCG	\$3.15	\$213.41
2023-08-25	CHG	\$210.26	\$210.26
2023-07-26	PAY	214.04CR	\$0.00
2023-06-26	ADJ	.57CR	\$214.04
2023-06-26	CHG	\$214.61	\$214.61
2023-05-25	PAY	272.94CR	\$0.00
2023-04-25	CHG	\$272.94	\$272.94
2023-03-22	PAY	272.30CR	\$0.00

2023-02-22	CHG	\$267.58	\$272.30
2023-02-03	PAY	314.63CR	\$4.72

Account Usage Info. kWh/kVa * - CIS1310 - *** NOVA SCOTIA POWER INC. ***

File Edit Functions Go Path Help

Path Account # 517931 Name ELLS, MARILYN

Usage Info | Usage Hist Comp | Usage Hist Comp

Premises # 433691 495 NORTH BISHOP RD Bill Date 17

Meter # 2264418 Utility E Display Billed Usage ☒ Yes ☐ No

Bill Date	Utl	Meter #	Read Date	U/R	Reading	Actual Usage
2026/02/23	E	2264418	2026/02/19	R <i>Feb</i>	51934.49	6359.00
2025/12/22	E	2264418	2025/12/22	U	45575.00	3971.00
2025/12/22	E	2264418	2025/10/27	U <i>Dec</i>	43745.00	2141.00-
2025/10/27	E	2264418		U <i>Oct</i>	.00	2141.00
2025/08/25	E	2264418	2025/08/21	R <i>Aug</i>	41604.00	4202.00
2025/08/25	E	2264418	2025/06/24	U	39104.93	1703.00-
2025/06/24	E	2264418		U	.00	1703.00
2025/04/24	E	2264418	2025/04/22	R	37401.93	1416.00
2025/02/24	E	2264418	2025/02/20	R	35985.75	2029.00
2024/12/23	E	2264418	2024/12/19	R	33956.73	1616.00
2024/10/25	E	2264418	2024/10/23	R	32340.72	1646.00
2024/08/26	E	2264418	2024/08/22	R	30695.16	1909.00

Refresh Select

OK Cancel

Account Usage Info. kWh/kVa * - CIS1310 - *** NOVA SCOTIA POWER INC. ***

File Edit Functions Go Path Help

Path Account # 517931 Name ELLS, MARILYN

Usage Info | Usage Hist Comp | Usage Hist Comp |

Premises # 433691 495 NORTH BISHOP RD Bill Date 17

Meter # 2264418 Utility E Display Billed Usage ☒ Yes ☐ No

Bill Date	Utl	Meter #	Read Date	U/R	Reading	Actual Usage
2024/06/24	E	2264418	2024/06/20	R	28786.17	1421.00
2024/04/24	E	2264418	2024/04/22	R	27365.14	1759.00
2024/02/23	E	2264418	2024/02/21	R	25606.15	2042.00
2023/12/21	E	2264418	2023/12/18	R	23563.90	1242.00
2023/10/25	E	2264418	2023/10/23	R	22321.92	1130.00
2023/08/25	E	2264418	2023/08/23	R	21191.70	990.00
2023/06/26	E	2264418	2023/06/22	R	20202.02	977.00
2023/04/25	E	2264418	2023/04/21	R	19224.99	1355.00
2023/02/22	E	2264418	2023/02/20	R	17870.47	1438.00
2022/12/22	E	2264418	2022/12/20	R	16432.71	1700.00
2022/10/25	E	2264418	2022/10/21	R	14732.73	823.00
2022/08/25	E	2264418	2022/08/23	R	13909.63	833.00

Refresh Select

OK Cancel

Account Usage Info. kWh/kVa * - CIS1310 - *** NOVA SCOTIA POWER INC. ***

File Edit Functions Go Path Help

Path Account # 517931 Name ELLS, MARILYN

Usage Info | Usage Hist Comp | Usage Hist Comp

Premises # 433691 495 NORTH BISHOP RD Bill Date 17

Meter # 2264418 Utility E Display Billed Usage ☒ Yes ☐ No

Bill Date	Utl	Meter #	Read Date	U/R	Reading	Actual Usage
2022/06/24	E	2264418	2022/06/22	R	13076.80	918.00
2022/04/25	E	2264418	2022/04/21	R	12158.95	1836.00
2022/02/23	E	2264418	2022/02/18	R	10323.26	3021.00
2021/12/22	E	2264418	2021/12/20	R	7301.90	2419.00
2021/10/25	E	2264418	2021/10/19	R	4883.00	1069.00
2021/08/25	E	2264418	2021/08/19	R	3814.00	1047.00
2021/06/24	E	2264418	2021/06/18	R	2767.00	1452.00
2021/04/26	E	2264418	2021/04/20	R	1315.00	1315.00

Refresh Select

OK Cancel

V. MAHANN FLK

Coline Mc Neal early on Apt for

495 N. Bishop Rd
Apt 2

0517931-2

- Same at
- Reports a "very high power bill"
- 19 Feb 2016 bill for \$1258.41 (ledger & --
attached)
- After ^{you contact} ~~the~~ ^{the} company we see high
then \$7.00 per day until cured
bill at 20.31
- Out & De Fluster
- Feb. Helix
Aug



nspdisputeresolution@gmail.com

From: nspdisputeresolution@gmail.com
Sent: Wednesday, April 1, 2026 10:30 AM
To: 'cmnkingsnorth@gmail.com'
Cc: customerrelations@nspower.ca
Subject: DRO Final Written Decision re Colina McNeil acting as Agent for Marilyn Ells Account 0517931 - 2
Attachments: Marilyn Ells Ledger.pdf; Marilyn Ells Meter Reads.pdf; Regulation 5.1 Estimated Readings.pdf; Regulation 6.4.pdf

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

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

nspdisputeresolution@gmail.com

Colina McNeil acting as Agent for Marilyn Ells

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 have service from N.S.Power at 495 North Bishop Rd (Account # 0517931-2); that you dispute "a very high power bill"; that your 19 Feb 2026 bill was \$1258.41 (ledger and usage record attached); that you indicate that your per day consumption has never been higher than \$7.00 until the Feb 2026 bill; that your Oct, and Dec bills were based on estimated meter readings (reading record attached – "U" means unread); that your Aug 2025 and Feb 2026 bills were based on an actual meter reading; that your 6 month total Aug to Feb usage is therefore accurate; that for billing purposes previous estimate readings were subtracted from the actual 6 month usage; 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 power starts to be delivered again. When power starts again the meter does not return to zero but adds to the previous number indication. The displayed number increases proportional to the rate at which energy (kWh) is being delivered. It performs much like the odometer in a car which accumulates miles in proportion to how far one drives and at what speed, as well as how often, one starts and stops. If an error is made in reading a meter on one occasion, it will not affect the number displayed on a subsequent reading. If for example a reading of 1000 is reported as 100, the next time a reading is taken it will still be something in excess of 1000 – so if a Customer was billed for 100 Kwh when it should have been 1000, the Customer gets a short term “break” on being billed for 900 Kwh that were actually consumed, however if the next reading taken is 1500, that Customer will be billed for 1400 Kwh at that time. The net is that the Customer has been billed for 1500 Kwh consumption over a two-bill period even though there was a meter reading error. ($100 + 1400 = 1000 + 500$). The same effect occurs if the meter reading is estimated, or erroneously reported, either higher or lower than the fact.

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 495 North Bishop Rd (Account # 0517931-2).

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

nspdissputeresolution@gmail.com

From: nspdissputeresolution@gmail.com
Sent: Wednesday, April 1, 2026 2:22 PM
To: customerrelations@nspower.ca
Cc: 'cmnkingsnorth@gmail.com'
Subject: DRO 1 April POST DECISION re Final Written Decision re Colina McNeil acting as Agent for Marilyn Ells Account 0517931 - 2

Paul Decker
- Request for hard copy
(3)

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

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

nspdissputeresolution@gmail.com

N.S.Power Customer Relations

Per the immediately following request, please forward a hard cot to the Cusyomer by regular mail

Don Farmer, P.Eng.
Dispute Resolution Officer

From: Colina McNeil <cmnkingsnorth@gmail.com>
Sent: Wednesday, April 1, 2026 2:04 PM
To: nspdissputeresolution@gmail.com
Cc: customerrelations@nspower.ca
Subject: Re: DRO Final Written Decision re Colina McNeil acting as Agent for Marilyn Ells Account 0517931 - 2

(1)

Mr. Farmer,

Please issue your decision in a conventional letter via regular mail to Marilyn Ells as she does not have an email address.

Thank you,

Colina McNeil
Kings North Constituency Office

On Wed, Apr 1, 2026 at 10:29 AM <nspdissputeresolution@gmail.com> wrote:

nspdisputeresolution@gmail.com

From: Customer Relations <customerrelations@nspower.ca>
Sent: Thursday, April 2, 2026 9:04 AM
To: 'nspdisputeresolution@gmail.com'
Cc: cmnkingsnorth@gmail.com; Customer Relations
Subject: RE: DRO 1 April POST DECISION re Final Written Decision re Colina McNeil acting as Agent for Marilyn Ells Account 0517931 - 2

Mr. Farmer,

A hard copy will be sent to the customer by regular mail.

Teri

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Sent: April 1, 2026 2:22 PM
To: Customer Relations <customerrelations@nspower.ca>
Cc: cmnkingsnorth@gmail.com
Subject: DRO 1 April POST DECISION re Final Written Decision re Colina McNeil acting as Agent for Marilyn Ells Account 0517931 - 2

****Exercise Caution** - This is an external email from: nspdisputeresolution@gmail.com.
Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.**

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

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

nspdisputeresolution@gmail.com

N.S.Power Customer Relations

Per the immediately following request, please forward a hard cot to the Cusyomer by regular mail

Don Farmer, P.Eng.
Dispute Resolution Officer

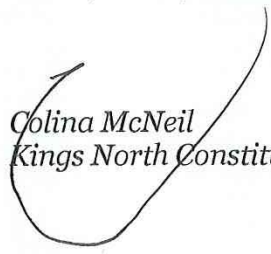
nspdisputeresolution@gmail.com

From: Colina McNeil <cmnkingsnorth@gmail.com>
Sent: Thursday, April 2, 2026 11:28 AM
To: nspdisputeresolution@gmail.com
Cc: customerrelations@nspower.ca
Subject: Action: Appeal the Decision Account 0517931-2
Attachments: Marilyn.pdf

Dear Mr. Farmer,

Attached is Marilyn Ells' response to her unfavourable decision. Marilyn will contact Nova Scotia Power to request meter readings as she believes that her home is connected to a faulty meter. Marilyn does not have computer access or an email account. She would like to file an appeal of your decision, please advise how she can complete this process via the regular mail system (which is how you and Nova Scotia Power should be contacting her) and/or by telephone at 902-321-9585. Please respond at your earliest as the appeal process has a countdown.

Thank you for your attention to this very important matter.



Colina McNeil
Kings North Constituency Office

Mr Farmer
NSP DRO
Halifax NS

Apr 2nd, 2026
495 N. Bishop Rd

Sir,

I am heating a living area of 20' x 35', a short hallway to bedroom & bathroom. I have 2 heat pumps and on coldest days I use a wood stove.

For Nov and Dec 2025 I paid an estimated bill of \$3.07 per day. This was for the first two months of winter. The next bill for 2 more months of winter was \$20.31 per day. Temperatures were similar on a daily basis for both periods of time.

NSP Energy Advisor gave me cost figures for 1st pump and 2nd pump for a 2 month billing period. Smaller one 12,000 BTU (\$50.00) larger one 18,000 BTU (\$75.00) for 2 months. Then I paid the bill. I have turned off the larger one and will have to rely on the wood stove to get temp up to 20°C. I do not use a clothes drier and limit use of oven. There is a very real problem with the last bill.

Send an inspector. Meter reading questionable.

Marilyn Ells

nspdisputeresolution@gmail.com

From: nspdisputeresolution@gmail.com
Sent: Friday, April 3, 2026 11:24 AM
To: 'cmnkingsnorth@gmail.com'
Cc: customerrelations@nspower.ca
Subject: DRO 3 April POST DECISION re Final Written Decision re Colina McNeil acting as Agent for Marilyn Ells Account 0517931 - 2
Attachments: Action: Appeal the Decision Account 0517931-2; Marilyn.pdf

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

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

nspdisputeresolution@gmail.com

N.S.Power Customer Relations

In response to your attached email and its attachment:

Once I issue a Decision in a matter, I withdraw from it. The Customers options then become: (1) Appeal the Decision to the NSUARB and (2) Work with N.S.Power to implement the Decision.

You have chosen option 1. Board contact information, as stated in the Decision, 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

Marilyn may wish to discuss her on-premise consumption with Efficiency N.S.

Don Farmer, P.Eng..
Dispute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>
Sent: Thursday, April 2, 2026 9:04 AM
To: 'nspdisputeresolution@gmail.com' <nspdisputeresolution@gmail.com>
Cc: cmnkingsnorth@gmail.com; Customer Relations <customerrelations@nspower.ca>
Subject: RE: DRO 1 April POST DECISION re Final Written Decision re Colina McNeil acting as Agent for Marilyn Ells Account 0517931 - 2

March 11, 2025

Utility Contacts by Account # (UCAC) - CIS3315 - *** NOVA SCOTIA POWER INC....

File Edit Functions Go Path Help

Path Account 517931 Name ELLS, MARILYN

CC List/Acct # | CC Acct Info | CC Comment Hist | CC Comment Entr | CC Def/Response |

Contact Number17118745Contact TypeBINQ Billing Inquiry -

Print Date17Print Amount

Letter comment 1

Letter comment 2

Letter comment 3

Comment Lines	Type
03/11/25 C1:16PM S/W MARILYN CALLED TO FIND OUT WHAT SHE'S CURREN	C
TLY AVERAGING /DAY ADV 20 DAYS INTO CURRENT CYCLE 516KWHs USED =2	C
5.8/DAY THIS IS DOWN 3/DAY COMPARED TO LAST YR AN123 CHANTEL	C

Investigate

Fold/Unfold

OK

Cancel

March 17, 2025

Utility Contacts by Account # (UCAC) - CIS3315 - *** NOVA SCOTIA POWER INC....

File Edit Functions Go Path Help

Path Account 517931 Name ELLS, MARILYN

CC List/Acct # | CC Acct Info | CC Comment Hist | CC Comment Entr | CC Def/Response |

Contact Number17128558Contact TypeBINQ Billing Inquiry -

Print DatePrint Amount

Letter comment 1

Letter comment 2

Letter comment 3

Comment Lines	Type
MAR17-SW MAR-35985.75 36626 641 KWH 24KWH/DAY -hp OFF-WOULD CHECK	C
BACK IF IT REDUCED THE USAGE.AQ025 SAL	C

Investigate

Fold/Unfold

OK

Cancel

March 20, 2025

Utility Contacts by Account # (UCAC) - CIS3315 - *** NOVA SCOTIA POWER INC....

File Edit Functions Go Path Help

Path Account 517931 Name ELLS, MARILYN

CC List/Acct # | CC Acct Info | CC Comment Hist | CC Comment Entr | CC Def/Response |

Contact Number17137190Contact TypeBINQ Billing Inquiry -

Print DatePrint Amount

Letter comment 1

Letter comment 2

Letter comment 3

Comment Lines	Type
SW MARILYN FILLED OUT THE SURVEY FOR HER ADVD MEI ITEMIZATION DETA	C
ILS SAID SHE DOESNT HAVE A COMPUTER ADVD BASED ON ALGORITHM/APPLI	C
ANCE FINGERPRINT READ AS OF MAR 19 36688 AVE USE FOR THE LAST 27	C
DAYS 26.03/USED 703KWH SO FAR MEI SHOWS LOWER USAGE STARTED ON FE	C
B 25 AT 23.07/3C EXCEPT FOR MAR 3 35.23/-10C AP055 DONNA	C

Investigate

Fold/Unfold

OK

Cancel

July 16, 2025

Utility Contacts by Account # (UCAC) - CIS3315 - *** NOVA SCOTIA POWER INC....

File Edit Functions Go Path Help

Path Account 517931 Name ELLS, MARILYN

CC List/Acct # | CC Acct Info | CC Comment Hist | CC Comment Entr | CC Def/Response |

Contact Number17324537Contact TypeHIGHHIGH Bill Inquiries

Print DatePrint Amount

Letter comment 1

Letter comment 2

Letter comment 3

Comment Lines	Type	
SW MARILYN HIGH BILL INQ. ADV CX THIS BILL IS AN ESTIMATE	C	
A0890 EVAN	C	

Investigate

Fold/Unfold

OK

Cancel

September 18, 2025

Utility Contacts by Account # (UCAC) - CIS3315 - *** NOVA SCOTIA POWER INC....

File Edit Functions Go Path Help

Path Account 517931 Name ELLS, MARILYN

CC List/Acct # | CC Acct Info | CC Comment Hist | CC Comment Entr | CC Def/Response |

Contact Number17458272Contact TypeMISCMiscellaneous Contact

Print DatePrint Amount

Letter comment 1

Letter comment 2

Letter comment 3

Comment Lines	Type
9/18/25 Marilyn inq'd on Energy Insights for the Aug bill, adv'd	C
not restored after cybr inc yet, but did give diff in usage this	C
bill over same time last yr, adv'd on that may incl some usage fr	C
om the prev bill as we'd had to est that bill after cybr usage	C
AQ755 Krystale	C

Investigate

Fold/Unfold

OK

Cancel

November 7, 2025

Utility Contacts by Account # (UCAC) - CIS3315 - *** NOVA SCOTIA POWER INC....

File Edit Functions Go Path Help

Path Account 517931 Name ELLS, MARILYN

CC List/Acct # | CC Acct Info | CC Comment Hist | CC Comment Entr | CC Def/Response |

Contact Number17586988Contact TypeEADV Energy advice

Print DatePrint Amount

Letter comment 1

Letter comment 2

Letter comment 3

Comment Lines	Type
2025/11/07 sw Marilyn wants to have the use on the Oct bill broke	C
n down by appliance as well as for water pump; adv we don't have	C
MEI so not abel to provide breakdown but if she had size in BTUs	C
for her two hpmps I could give her and est idea; she will find th	C
at info and cb; AP604 Stanka	C

Investigate

Fold/Unfold

OK

Cancel

November 12, 2025

Utility Contacts by Account # (UCAC) - CIS3315 - *** NOVA SCOTIA POWER INC....

File Edit Functions Go Path Help

Path Account 517931 Name ELLS, MARILYN

CC List/Acct # | CC Acct Info | CC Comment Hist | CC Comment Entr | CC Def/Response |

Contact Number17592225Contact TypeBINQ Billing Inquiry -

Print DatePrint Amount

Letter comment 1

Letter comment 2

Letter comment 3

Comment Lines	Type	
SW MARILYN BILLING INQ A0890 EVAN	C	

Investigate

Fold/Unfold

OK

Cancel

November 14, 2025

Utility Contacts by Account # (UCAC) - CIS3315 - *** NOVA SCOTIA POWER INC....

File Edit Functions Go Path Help

Path Account 517931 Name ELLS, MARILYN

CC List/Acct # | CC Acct Info | CC Comment Hist | CC Comment Entr | CC Def/Response |

Contact Number17599119Contact TypeBINQ Billing Inquiry -

Print DatePrint Amount

Letter comment 1

Letter comment 2

Letter comment 3

Comment Lines	Type
spoke with Marilyn, went over Aug true read bill AP408 Danielle	C

Investigate

Fold/Unfold

OK

Cancel

January 12, 2026

Utility Contacts by Account # (UCAC) - CIS3315 - *** NOVA SCOTIA POWER INC....

File Edit Functions Go Path Help

Path Account 517931 Name ELLS, MARILYN

CC List/Acct # | CC Acct Info | CC Comment Hist | CC Comment Entr | CC Def/Response |

Contact Number 17707022 Contact Type EADV Energy advice

Print Date 17 Print Amount

Letter comment 1

Letter comment 2

Letter comment 3

Comment Lines	Type
ADV CUST DUE TO CYBER INC, CAN NOT PROVIDED INFO FROM ENERGIE INS	C
IGHT. HOPING TO COMM TO METER SOON, WHEN ABLE TO SHOULD BE ABLE T	C
O HAVE ENG INSIGHT AS WELL, ANNA AP407	C

Investigate Fold/Unfold

OK Cancel

March 9, 2026

Utility Contacts by Account # (UCAC) - CIS3315 - *** NOVA SCOTIA POWER INC....

File Edit Functions Go Path Help

Path Account 517931 Name ELLS, MARILYN

CC List/Acct # | CC Acct Info | CC Comment Hist | CC Comment Entr | CC Def/Response |

Contact Number 17855209 Contact Type HIGH HIGH Bill Inquiries

Print Date 17 Print Amount

Letter comment 1

Letter comment 2

Letter comment 3

Comment Lines	Type
Mar09,2026. SW Marilyn she called to inq abt her curr bill wanted	C
to know why so HIGH adv her that curr bill is a catch up bill &	C
this bill is auto corrected bill as previous Aug to Dec was est	C
so adv her this is correct reading bill last read was 45575 & new	C
read is 51934.49 so adv we took difference 6359 KWH usage which w	C
e didnt charged her before so adv this is correct reading bill	C
- AQ375Aloki	C

Investigate Fold/Unfold

OK Cancel



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
Any questions? Please call us at 1-800-428-6230
Weekdays 8am-6pm
www.nspower.ca

1

Web Access #
0605252-6

Account Number 0517931-2 Amount due Mar 25 **\$411.37**

MARILYN ELLS

Service address

495 NORTH BISHOP RD
BROOKLYN CORNER, NS

Domestic

Service from Dec 18 to Feb 21, 2024

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2264418	02B	65	25606.15	23563.90	1	2042

Your meter was read on Feb 21, 2024

Billing date Feb 23 Includes payments received by Feb 23

Amount owing from last bill	253.53	
Payment received Jan 15 - Thank you	- 253.53	
Balance owing after last payment		\$.00

Energy charges:

Base Charge \$19.17/month	7.67	
Base Charge \$19.17/month	30.67	
Energy @ \$0.16354/kWh	66.72	
Energy @ \$0.17547/kWh	286.72	
Total energy charges		391.78

Other charges

Tax: HST (11931 4938 RT)	58.77	
Provincial Rebate	- 39.18	
Total other charges		19.59

Total amount due \$411.37

Amount due Mar 25, 2024 \$411.37

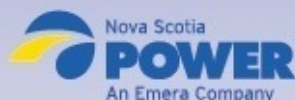
Interest on overdue amounts is calculated at 1.5 % per month or part thereof (19.56%) per annum).

*Rates changed
Jan 1, 2024
nspower.ca/
rates*

Your average cost of electricity during this period was \$6.03 per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Feb 24	2042	65	31.4
Dec 23	1242	56	22.2
Oct 23	1130	61	18.5
Aug 23	990	62	16.0
Jun 23	977	62	15.8
Apr 23	1355	60	22.6
Feb 23	1438	62	23.2



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number 0517931-2 Amount due Mar 25 **\$411.37**

Enter payment amount

MARILYN ELLS
495 NORTH BISHOP RD
BROOKLYN CORNER NS B0P 1G0

**For Electronic
Payments Only**

05179312 000000041137 000000041137



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
Any questions? Please call us at 1-800-428-6230
Weekdays 8am-6pm
www.nspower.ca

1

Web Access #
0605252-6

Account Number 0517931-2 **Amount due May 24** **\$364.34**

MARILYN ELLS**Service address**

495 NORTH BISHOP RD
BROOKLYN CORNER, NS

Domestic**Service from Feb 21 to Apr 22, 2024**

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2264418	02B	61	27365.14	25606.15	1	1759

Your meter was read on Apr 22, 2024**Billing date Apr 24** Includes payments received by Apr 24

Amount owing from last bill	411.37	
Payment received Mar 28 - Thank you	- 411.37	
Balance owing after last payment		\$.00

Energy charges:

Base Charge \$19.17/month	38.34
Energy 1759 kWh x \$0.17547	308.65

Total energy charges	346.99
-----------------------------	---------------

Other charges

Tax: HST (11931 4938 RT)	52.05
Provincial Rebate	- 34.70

Total other charges	17.35
----------------------------	--------------

Total amount due	\$364.34
-------------------------	-----------------

Amount due May 24, 2024	\$364.34
--------------------------------	-----------------

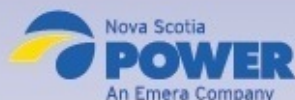
Interest on overdue amounts is calculated at 1.5 % per month
or part thereof (19.56%) per annum).

*Sign up for
paperless billing at
[nspower.ca/
paperless](http://nspower.ca/paperless)*

**Your average cost of
electricity during this
period was \$5.69
per day before taxes.**

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Apr 24	1759	61	28.8
Feb 24	2042	65	31.4
Dec 23	1242	56	22.2
Oct 23	1130	61	18.5
Aug 23	990	62	16.0
Jun 23	977	62	15.8
Apr 23	1355	60	22.6



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number 0517931-2 **Amount due May 24** **\$364.34**

Enter payment amount

MARILYN ELLS
495 NORTH BISHOP RD
BROOKLYN CORNER NS B0P 1G0

**For Electronic
Payments Only**

05179312 000000036434 000000036434



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
Any questions? Please call us at 1-800-428-6230
Weekdays 8am-6pm
www.nspower.ca

1

Web Access #
0605252-6

Account Number 0517931-2 Amount due Jul 24 **\$304.40**

MARILYN ELLS

Service address

495 NORTH BISHOP RD
BROOKLYN CORNER, NS

Domestic

Service from Apr 22 to Jun 20, 2024

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2264418	02B	59	28786.17	27365.14	1	1421

Your meter was read on Jun 20, 2024

Billing date Jun 24 Includes payments received by Jun 24

Amount owing from last bill	364.34	
Payment received May 14 - Thank you	<u>- 364.34</u>	
Balance owing after last payment		\$.00

Energy charges:

Base Charge \$19.17/month	38.34	
Energy 1421 kWh x \$0.17703	<u>251.56</u>	
Total energy charges		289.90

Other charges

Tax: HST (11931 4938 RT)	43.49	
Provincial Rebate	<u>- 28.99</u>	
Total other charges		14.50

Total amount due **\$304.40**

Amount due Jul 24, 2024 **\$304.40**

Interest on overdue amounts is calculated at 1.5 % per month
or part thereof (19.56%) per annum).

*Rates changed
April 17, 2024
nspower.ca/
rates*

Your average cost of
electricity during this
period was \$4.91
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Jun 24	1421	59	24.1
Apr 24	1759	61	28.8
Feb 24	2042	65	31.4
Dec 23	1242	56	22.2
Oct 23	1130	61	18.5
Aug 23	990	62	16.0
Jun 23	977	62	15.8



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number 0517931-2 Amount due Jul 24 **\$304.40**

Enter payment amount

MARILYN ELLS
495 NORTH BISHOP RD
BROOKLYN CORNER NS B0P 1G0

**For Electronic
Payments Only**

05179312 000000030440 000000030440



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
Any questions? Please call us at 1-800-428-6230
Weekdays 8am-6pm
www.nspower.ca

1

Web Access #
0605252-6

Account Number 0517931-2 **Amount due Sep 25** **\$395.10**

MARILYN ELLS**Service address**

495 NORTH BISHOP RD
BROOKLYN CORNER, NS

Domestic**Service from Jun 20 to Aug 22, 2024**

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2264418	02B	63	30695.16	28786.17	1	1909

Your meter was read on Aug 22, 2024**Billing date Aug 26** Includes payments received by Aug 26

Amount owing from last bill	304.40	
Payment received Jul 08 - Thank you	- 304.40	
Balance owing after last payment		\$.00

Energy charges:

Base Charge \$19.17/month	38.34
Energy 1909 kWh x \$0.17703	337.95

Total energy charges	376.29
-----------------------------	---------------

Other charges

Tax: HST (11931 4938 RT)	56.44
Provincial Rebate	- 37.63

Total other charges	18.81
----------------------------	--------------

Total amount due	\$395.10
-------------------------	-----------------

Amount due Sep 25, 2024	\$395.10
--------------------------------	-----------------

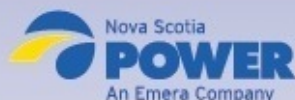
Interest on overdue amounts is calculated at 1.5 % per month
or part thereof (19.56%) per annum).

*Sign up for
paperless billing at
[nspower.ca/
paperless](http://nspower.ca/paperless)*

**Your average cost of
electricity during this
period was \$5.97
per day before taxes.**

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Aug 24 1909		63	30.3
Jun 24 1421		59	24.1
Apr 24 1759		61	28.8
Feb 24 2042		65	31.4
Dec 23 1242		56	22.2
Oct 23 1130		61	18.5
Aug 23 990		62	16.0



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number 0517931-2 **Amount due Sep 25** **\$395.10**

Enter payment amount

MARILYN ELLS
495 NORTH BISHOP RD
BROOKLYN CORNER NS B0P 1G0

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05179312 000000039510 000000039510



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1

Web Access #
0605252-6

Account Number 0517931-2 **Amount due Nov 25** **\$346.22**

MARILYN ELLS**Service address**

495 NORTH BISHOP RD
 BROOKLYN CORNER, NS

Domestic**Service from Aug 22 to Oct 23, 2024**

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2264418	02B	62	32340.72	30695.16	1	1646

Your meter was read on Oct 23, 2024**Billing date Oct 25** Includes payments received by Oct 25

Amount owing from last bill	395.10	
Payment received Sep 25 - Thank you	- 395.10	
Balance owing after last payment		\$.00

Energy charges:

Base Charge \$19.17/month	38.34
Energy 1646 kWh x \$0.17703	291.39

Total energy charges	329.73
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Other charges

Tax: HST (11931 4938 RT)	49.46
Provincial Rebate	- 32.97

Total other charges	16.49
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Total amount due	\$346.22
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Amount due Nov 25, 2024	\$346.22
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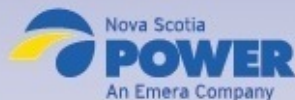
Interest on overdue amounts is calculated at 1.5 % per month
 or part thereof (19.56%) per annum).

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 paperless](http://nspower.ca/paperless)*

**Your average cost of
 electricity during this
 period was \$5.32
 per day before taxes.**

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Oct 24	1646	62	26.5
Aug 24	1909	63	30.3
Jun 24	1421	59	24.1
Apr 24	1759	61	28.8
Feb 24	2042	65	31.4
Dec 23	1242	56	22.2
Oct 23	1130	61	18.5



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Account Number 0517931-2 **Amount due Nov 25** **\$346.22**

Enter payment amount

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Web Access #
0605252-6

Account Number 0517931-2 **Amount due Jan 22** **\$340.64**

MARILYN ELLS**Service address**

495 NORTH BISHOP RD
BROOKLYN CORNER, NS

Domestic**Service from Oct 23 to Dec 19, 2024**

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2264418	02B	57	33956.73	32340.72	1	1616

Your meter was read on Dec 19, 2024**Billing date Dec 23** Includes payments received by Dec 23

Amount owing from last bill	346.22	
Payment received Dec 02 - Thank you	- 346.22	
Balance owing after last payment		\$.00

Energy charges:

Base Charge \$19.17/month	38.34	
Energy 1616 kWh x \$0.17703	286.08	
Total energy charges		324.42

Other charges

Tax: HST (11931 4938 RT)	48.66	
Provincial Rebate	- 32.44	
Total other charges		16.22

Total amount due	\$340.64
-------------------------	-----------------

Amount due Jan 22, 2025	\$340.64
--------------------------------	-----------------

Interest on overdue amounts is calculated at 1.5 % per month
or part thereof (19.56%) per annum).

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**Your average cost of
electricity during this
period was \$5.69
per day before taxes.**

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Dec 24	1616	57	28.4
Oct 24	1646	62	26.5
Aug 24	1909	63	30.3
Jun 24	1421	59	24.1
Apr 24	1759	61	28.8
Feb 24	2042	65	31.4
Dec 23	1242	56	22.2



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Account Number 0517931-2 **Amount due Jan 22** **\$340.64**

Enter payment amount

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495 NORTH BISHOP RD
BROOKLYN CORNER NS B0P 1G0

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Web Access #
0605252-6

Account Number 0517931-2 **Amount due Mar 26** **\$424.16**

MARILYN ELLS**Service address**

495 NORTH BISHOP RD
BROOKLYN CORNER, NS

Domestic**Service from Dec 19 to Feb 20, 2025**

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2264418	03B	63	35985.75	33956.73	1	2029

Your meter was read on Feb 20, 2025**Billing date Feb 24** Includes payments received by Feb 24

Amount owing from last bill **340.64**
Payment received Jan 17 - Thank you - 340.64
Balance owing after last payment **\$.00**

Energy charges:

Base Charge \$19.17/month 7.30
Base Charge \$19.17/month 31.04
Energy @ \$0.17703/kWh 68.33
Energy @ \$0.18094/kWh 297.28

Total energy charges **403.95**

Other charges

Tax: HST (11931 4938 RT) 60.60
Provincial Rebate - 40.39

Total other charges **20.21**

Total amount due **\$424.16**

Amount due Mar 26, 2025 **\$424.16**

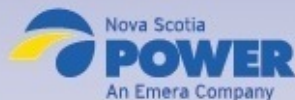
Interest on overdue amounts is calculated at 1.5 % per month
or part thereof (19.56%) per annum).

*Rates changed
Jan 1, 2025
visit nspower.ca/
rates*

**Your average cost of
electricity during this
period was \$6.41
per day before taxes.**

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Feb 25 2029		63	32.2
Dec 24 1616		57	28.4
Oct 24 1646		62	26.5
Aug 24 1909		63	30.3
Jun 24 1421		59	24.1
Apr 24 1759		61	28.8
Feb 24 2042		65	31.4



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Account Number 0517931-2 **Amount due Mar 26** **\$424.16**

Enter payment amount

MARILYN ELLS
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BROOKLYN CORNER NS B0P 1G0

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05179312 000000042416 000000042416



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Web Access #
0605252-6

Account Number 0517931-2 **Amount due May 26** **\$316.22**

MARILYN ELLS**Service address**

495 NORTH BISHOP RD
BROOKLYN CORNER, NS

Domestic**Service from Feb 20 to Apr 22, 2025**

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2264418	03B	61	37401.93	35985.75	1	1416

Your meter was read on Apr 22, 2025**Billing date Apr 24** Includes payments received by Apr 24

Amount owing from last bill	424.16	
Payment received Mar 20 - Thank you	- 424.16	
Balance owing after last payment		\$.00

Energy charges:

Base Charge \$19.17/month	38.34	
Energy 1416 kWh x \$0.18561	262.82	
Total energy charges		301.16

Other charges

Tax: HST (11931 4938 RT)	42.16	
Provincial Rebate	- 27.10	
Total other charges		15.06

Total amount due	\$316.22
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Amount due May 26, 2025	\$316.22
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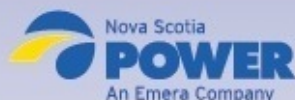
Interest on overdue amounts is calculated at 1.5 % per month
or part thereof (19.56%) per annum).

*Rates have
changed in 2025
visit nspower.ca/
rates*

**Your average cost of
electricity during this
period was \$4.94
per day before taxes.**

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Apr 25	1416	61	23.2
Feb 25	2029	63	32.2
Dec 24	1616	57	28.4
Oct 24	1646	62	26.5
Aug 24	1909	63	30.3
Jun 24	1421	59	24.1
Apr 24	1759	61	28.8



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Account Number 0517931-2 **Amount due May 26** **\$316.22**

Enter payment amount

MARILYN ELLS
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BROOKLYN CORNER NS B0P 1G0

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05179312 000000031622 000000031622



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Web Access #
0605252-6

Account Number 0517931-2 **Amount due Aug 05** **\$372.15**

MARILYN ELLS**Service address**

495 NORTH BISHOP RD
 BROOKLYN CORNER, NS

Domestic**Service from Apr 22 to Jun 24, 2025**

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2264418	03B	63	39104.93	37401.93	1	1703

Your bill was estimated for this period**Billing date Jun 24** Includes payments received by Jun 24

Amount owing from last bill	316.22	
Payment received Jun 13 - Thank you	- 316.22	
Balance owing after last payment		\$.00

Energy charges:

Base Charge \$19.17/month	38.34	
Energy 1703 kWh x \$0.18561	316.09	
Total energy charges		354.43

Other charges

Tax: HST (11931 4938 RT)	49.62	
Provincial Rebate	- 31.90	
Total other charges		17.72

Total amount due	\$372.15
-------------------------	-----------------

Amount due Aug 05, 2025	\$372.15
--------------------------------	-----------------

Interest on overdue amounts is calculated at 1.5 % per month
 or part thereof (19.56%) per annum).

*Cyber incident
 update:
 visit nspower.ca*

**Your average cost of
 electricity during this
 period was \$5.63
 per day before taxes.**

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Jun 25	1703	63	27.0
Apr 25	1416	61	23.2
Feb 25	2029	63	32.2
Dec 24	1616	57	28.4
Oct 24	1646	62	26.5
Aug 24	1909	63	30.3
Jun 24	1421	59	24.1



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Account Number 0517931-2 **Amount due Aug 05** **\$372.15**

Enter payment amount

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 495 NORTH BISHOP RD
 BROOKLYN CORNER NS B0P 1G0

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Web Access #
0605252-6

Account Number 0517931-2 **Amount due Sep 24** **\$495.40**

MARILYN ELLS**Service address**

495 NORTH BISHOP RD
BROOKLYN CORNER, NS

Domestic**Service from Apr 22 to Aug 21, 2025**

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2264418	03B	121	41604.00	37401.93	1	4202
2264418	03B	63	39104.93	37401.93	1	1703-

Your meter was read on Aug 21, 2025**Billing date Aug 25** Includes payments received by Aug 25

Amount owing from last bill **372.15**
Payment received Jul 18 - Thank you **- 372.15**
Balance owing after last payment **\$.00**

Energy charges:

Base Charge \$19.17/month **76.68**
Energy 4202 kWh x \$0.18561 **779.93**
Energy 1703 kWh **- 354.43**
Total energy charges **502.18**

Other charges

Tax: HST (11931 4938 RT) **70.31**
Provincial Rebate **- 77.09**
Total other charges **- 6.78**

Total amount due **\$495.40****Amount due Sep 24, 2025** **\$495.40**

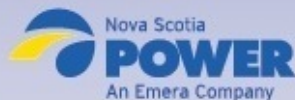
Interest on overdue amounts is calculated at 1.5 % per month
or part thereof (19.56%) per annum).

*Billing process
update:
nspower.ca/billing*

**Your average cost of
electricity during this
period was \$4.15
per day before taxes.**

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Aug 25	2499	121	20.7
Jun 25	1703	63	27.0
Apr 25	1416	61	23.2
Feb 25	2029	63	32.2
Dec 24	1616	57	28.4
Oct 24	1646	62	26.5
Aug 24	1909	63	30.3



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Account Number 0517931-2 **Amount due Sep 24** **\$495.40**

Enter payment amount

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Web Access #
0605252-6

Account Number 0517931-2 **Amount due Nov 26** **\$457.51**

MARILYN ELLS**Service address**

495 NORTH BISHOP RD
 BROOKLYN CORNER, NS

Domestic**Service from Aug 21 to Oct 27, 2025**

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2264418	03B	67	43745.00	41604.00	1	2141

Your bill was estimated for this period**Billing date Oct 27** Includes payments received by Oct 27

Amount owing from last bill	495.40	
Payment received Sep 08 - Thank you	- 495.40	
Balance owing after last payment		\$.00

Energy charges:

Base Charge \$19.17/month	38.34
Energy 2141 kWh x \$0.18561	397.39

Total energy charges	435.73
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Other charges

Tax: HST (11931 4938 RT)	61.00
Provincial Rebate	- 39.22

Total other charges	21.78
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Total amount due	\$457.51
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Amount due Nov 26, 2025	\$457.51
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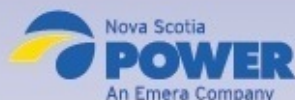
Interest on overdue amounts is calculated at 1.5 % per month
 or part thereof (19.56%) per annum).

*Billing process
 update:
nspower.ca/billing*

**Your average cost of
 electricity during this
 period was \$6.50
 per day before taxes.**

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Oct 25	2141	67	32.0
Aug 25	2499	121	20.7
Jun 25	1703	63	27.0
Apr 25	1416	61	23.2
Feb 25	2029	63	32.2
Dec 24	1616	57	28.4
Oct 24	1646	62	26.5



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Account Number 0517931-2 **Amount due Nov 26** **\$457.51**

Enter payment amount

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Web Access #
0605252-6

Account Number 0517931-2 **Amount due Jan 21** **\$396.91**

MARILYN ELLS**Service address**

495 NORTH BISHOP RD
BROOKLYN CORNER, NS

Domestic**Service from Aug 21 to Dec 22, 2025**

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2264418	03B	123	45575.00	41604.00	1	3971
2264418	03B	67	43745.00	41604.00	1	2141-

Your bill was estimated for this period**Billing date Dec 22** Includes payments received by Dec 22

Amount owing from last bill **457.51**
Payment received Nov 13 - Thank you - 457.51
Balance owing after last payment **\$.00**

Energy charges:

Base Charge \$19.17/month 76.68
Energy 3971 kWh x \$0.18561 737.06
Energy 2141 kWh - 435.73
Total energy charges **378.01**

Other charges

Tax: HST (11931 4938 RT) 52.92
Provincial Rebate - 34.02
Total other charges **18.90**

Total amount due **\$396.91****Amount due Jan 21, 2026** **\$396.91**

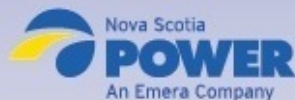
IMPORTANT: We are not applying late fees or penalties on outstanding balances. Learn more nspower.ca/billing

*Billing process
update:
nspower.ca/billing*

**Your average cost of
electricity during this
period was \$3.07
per day before taxes.**

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Dec 25	1830	123	14.9
Oct 25	2141	67	32.0
Aug 25	2499	121	20.7
Jun 25	1703	63	27.0
Apr 25	1416	61	23.2
Feb 25	2029	63	32.2
Dec 24	1616	57	28.4



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Account Number 0517931-2 **Amount due Jan 21** **\$396.91**

Enter payment amount

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Web Access #
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Account Number 0517931-2 Amount due Mar 25 **\$1,258.41**

MARILYN ELLS

Service address

495 NORTH BISHOP RD
BROOKLYN CORNER, NS

Domestic

Service from Dec 22 to Feb 19, 2026

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2264418	03B	59	51934.49	45575.00	1	6359

Your meter was read on Feb 19, 2026

Billing date Feb 23 Includes payments received by Feb 23

Amount owing from last bill **396.91**
Payment received Jan 20 - Thank you -396.91
Balance owing after last payment **\$.00**

Energy charges:

Base Charge \$19.17/month 5.85
Base Charge \$19.17/month 32.49
Energy @ \$0.18561/kWh 180.04
Energy @ \$0.18187/kWh 980.10

Total energy charges 1,198.48

Other charges

Tax: HST (11931 4938 RT) 167.79
Provincial Rebate -107.86
Total other charges 59.93

Total amount due \$1,258.41

Amount due Mar 25, 2026 \$1,258.41

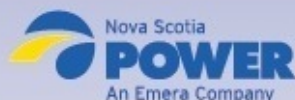
IMPORTANT: We are not applying late fees or penalties on outstanding balances. Learn more nspower.ca/billing

Billing process
update:
nspower.ca/billing

Your average cost of
electricity during this
period was \$20.31
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Feb 26	6359	59	107.8
Dec 25	1830	123	14.9
Oct 25	2141	67	32.0
Aug 25	2499	121	20.7
Jun 25	1703	63	27.0
Apr 25	1416	61	23.2
Feb 25	2029	63	32.2



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Account Number 0517931-2 Amount due Mar 25 **\$1,258.41**

Enter payment amount

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