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Nova Scotia POWER
An Emera Company

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May 11, 2026

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

Re: M12804 – DRO Appeal – Jillian Coxhead

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated April 27, 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 Monday**, **May 11, 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 appellant, Ms. Jillian Coxhead.

Ms. Coxhead is appealing a decision by the Dispute Resolution Officer (DRO) dated March 9, 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.

Please accept the following summary of activities and communications pertaining to the March 9, 2026, DRO decision being appealed by Ms. Coxhead:

- April 8, 2025 – The customer contacted the DRO regarding high usage and equal billing concerns. NS Power was directed to withhold disconnection of service at [redacted] subject to a payment arrangement, and the account was monitored pending an equal billing review. The matter was closed in May 2025. The customer stated they did not want a digital meter installed. This is referenced on pages 1 to 2 of 9 in **Confidential Attachment 2**.

- June 9, 2025 – The customer contacted NS Power regarding a payment not yet posted to the account; the representative advised that, due to the cyber incident, payments had not yet been posted and that posting may take time, reassured the customer that payments would be reflected once processed, and provided contact information for any further concerns. This is referenced on page 3 of 9 in **Confidential Attachment 2**.

- September 19, 2025 – The customer contacted the DRO regarding their account. The DRO advised that payment arrangements fall within NS Power's role and confirmed that the dispute would not be reopened, and the customer was directed to contact Customer Care for any further questions or concerns. This is referenced on page 4 of 9 in **Confidential Attachment 2**.

- March 3, 2026 – The customer's meter was read on March 2, 2026, showing a reading of 94,087. NS Power issued a revised bill replacing the prior February estimated bill and credited back the estimated charges.

  During the rebilling process, it was identified that the customer's October 9, 2025 meter read had been mis-entered as 69,748 instead of 79,748. This resulted in approximately 10,000 kWh of underbilled usage. The error was corrected on the March 3, 2026 bill, which contributed to a significantly higher balance reflecting actual consumption. This is referenced on page 5 of 9 in **Confidential Attachment 2**.

- March 4, 2026 – The customer contacted the DRO regarding the recent bill, disputing the amount owing. The customer stated that the level of consumption was not possible, requested that the meter be checked, and indicated a preference to retain or have reinstalled an analog meter. The customer also advised that they were seeking external assistance with the matter. This is referenced on pages 2 to 3 of 19 in the DRO file attached as **Confidential Attachment 1**.

- March 4, 2026 – The DRO responded to the customer 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 page 1 of 19 in the DRO file attached as **Confidential Attachment 1**.

- March 5, 2026 – The customer emailed NS Power asserting that the reported daily consumption was not possible, stated that the meter had not been properly read, and requested that the meter be checked. The customer also expressed concern about the potential removal of the analog meter and requested that it be retained or reinstalled. The customer stated that the analog meter should not be removed unless it could be reinstalled. This is referenced on page 5 of 19 in the DRO file attached as **Confidential Attachment 1**.

- March 5, 2026 – NS Power provided its position to DRO, stating the following:

  > [...] The customer contacted NS Power Customer Relations regarding her estimated bills and stated that she had not received a true read bill in a very long time. It was advised to Ms. Coxhead that a scheduled meter read would be completed so that her billing can be reconciled based on actual usage. This was completed and a copy of the new invoice was emailed to her on March 4. NS Power cancelled the February 13, 2026 bill and rebilled the customer for the entire bill period to include the true read.
  >
  > It was found that the October read was underestimated, which caused the customers usage to be much higher. As shown on the ledger, the customer's October 16, 2025 bill was $798.76CR. This was due to the incorrect reading that was entered. NS Power apologizes for any inconvenience this may have caused the customer.
  >
  > NS Power can request to have the customer's meter removed and tested for accuracy testing, however NS Power no longer supports analog meters, and the meter would be replaced with a digital meter. The customer has previously stated that if she cannot have an analog meter, then to not remove her meter.
  >
  > It is NS Power's position that the customer has been billed appropriately.

  NS Power attached the account ledger and meter reads for the subject account [redacted]). This is referenced on pages 6 to 11 of 19 in the DRO file attached as **Confidential Attachment 1**.

- March 7, 2026 – The DRO responded to the customer and NS Power, explaining that differences between estimated and actual billing are reconciled once a true meter read is obtained due to the cumulative nature of meter readings. The DRO advised that the account ledger supported NS Power's position that the October 2025 meter read had been understated, which contributed to higher usage on subsequent bills.

  The DRO provided the customer with the option to accept a Final Written Decision confirming that the account had been appropriately billed or to proceed with a meter test, which would require replacement of the analog meter with a digital meter. This is referenced on pages 12 to 13 of 19 in the DRO file attached as **Confidential Attachment 1**.

- March 9, 2026 – The DRO issued a Final Written Decision finding that, in accordance with Board-approved Regulation 5.1, NS Power had appropriately billed the customer following account adjustments. The DRO also directed NS Power to review the customer's Equal Billing Plan for compliance with the Regulations or to establish a payment arrangement in accordance with Board-approved requirements. This is referenced on pages 16 to 17 in the DRO file attached as **Confidential Attachment 1**.

- March 10, 2026 – NS Power confirmed to the DRO that it had noted the DRO's Final Written Decision and advised that the existing budget payment arrangement of $550 per month would remain in place on the customer's account. This is referenced on page 19 of 19 in the DRO file attached as **Confidential Attachment 1**.

- March 10, 2026 – The customer contacted the DRO and NS Power following the Final Written Decision, disputing the accuracy of the billing and asserting that the issue related to misreading of the meter rather than actual usage. The customer confirmed their intention to appeal the DRO's decision, advised that they would seek legal assistance, and indicated that they intended to make payments of $300 per month. This is referenced on pages 18 to 19 of 19 in the DRO file attached as **Confidential Attachment 1**.

- April 13, 2026 – Ms. Coxhead appealed the DRO's decision with the NSEB.

- April 14, 2026 – The customer contacted the DRO again regarding their billing concerns. The DRO advised that it is not within the DRO's role to engage in ongoing payment negotiations with NS Power. The customer confirmed that they intended to escalate the matter to the NSEB. This is referenced on page 9 of 9 in **Confidential Attachment 2**.

NS Power agrees with the DRO's decision that NS Power has appropriately billed Ms. Coxhead.

Following the cyber incident, NS Power was temporarily unable to access meter data, resulting in certain customer bills being based on estimated consumption. To ensure customers were billed based on actual energy usage as soon as practicable, NS Power implemented manual meter reading beginning in July 2025. Once actual readings were obtained, any discrepancies between estimated and actual usage were reconciled through adjustments on subsequent bills. As of March 31, 2026, meter connections to NS Power's billing system have been restored to normal operation, and customer billing is returning to normal.

On October 9, 2025, a true meter read was obtained from Ms. Coxhead's meter, recording a reading of 79,748. This reading was later discovered, in March 2026, to have been manually mis-entered into the system as 69,748. As a result, Ms. Coxhead's October 2025 bill, covering the service period from April 8, 2025 to October 2025, understated her consumption by approximately 10,000 kWh. This led to a significant credit of $929.01 being applied to her account, as shown on page 21 of 28 of the bills included in **Confidential Attachment 3**.

On March 2, 2026, a meter read was completed at Ms. Coxhead's request, which showed an actual reading of 94,087. Following this, NS Power issued a revised bill that replaced her February estimated bill and credited back the associated energy charges and tax. During the process of reviewing and correcting the account, NS Power identified the October 2025 billing error resulting from the mis-entered meter read. This error was corrected in the March 2026 rebilling, which contributed to a higher bill reflecting previously underbilled consumption.

NS Power acknowledges that this error may have caused confusion and frustration for the customer and sincerely apologizes for the inconvenience. As noted in the DRO file, the Company offered a payment arrangement that allows the customer to remain on budget billing at approximately $550 per month for a period of 24 months, and confirmed that no budget billing recalculation would be applied in July.

NS Power's role is to deliver electricity to the metering point and does not extend to how energy is consumed on the customer's premises. A customer's usage is a function of lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors beyond NS Power's control (for example, outside temperatures, including extreme temperatures and fluctuating temperatures, faulty wiring, ground faults, or theft of power).

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. Jillian Coxhead by e-mail.

Yours truly,

Kathleen Murray

Kathleen Murray
Regulatory Counsel

Encl.

c. Ms. Jillian Coxhead

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

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

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