

From: Customer Relations <customerrelations@nspower.ca>
Sent: Tuesday, April 21, 2026 11:27 AM
To: 'nspdisputeresolution@gmail.com' <nspdisputeresolution@gmail.com>
Cc: [REDACTED] Customer Relations
<customerrelations@nspower.ca>
Subject: RE: 20 April email to the DRO from Harley Kalbfleisch re Review of power billing

Mr. Farmer,

Access for the DRO has been granted on subject account# [REDACTED]

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.

Meter connections to our billing system have been restored and customer billing is returning to normal. 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 May and July 2025 were estimated. 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 September meter read was a true read and the bill was the reconciliation bill.

The billing below shows describes the breakdown of the May, July, and September 2025 bills.

The customer's meter read for May was estimated. He was billed for 1977 kWh's and a total of \$405.29 (which includes the base fee + energy charges)

Domestic Service from Mar 14 to May 16, 2025						
Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2245282	02B	63	70572.05	68595.05	1	1977
Your bill was estimated for this period						
Energy charges:						
Base Charge \$19.17/month				38.34		
Energy 1977 kWh x \$0.18561				366.95		
Total energy charges						405.29

The customer's meter read for July was estimated. He was billed for 1551 kWh's and a total of \$326.22 (which includes the base fee + energy charges)

Domestic Service from May 16 to Jul 18, 2025

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2245282	02B	63	72123.05	70572.05	1	1551

Your bill was estimated for this period

Energy charges:

Base Charge \$19.17/month

38.34

Energy 1551 kWh x \$0.18561

287.88

Total energy charges

326.22

The customer's meter read for September was a true read. He was re-billed for the entire period from Mar 14 to Sep 11 and charges for the previously billed period were adjusted. He was rebilled for 7632 kWh's and adjusted for the previously billed 3528 kWh's. The customer was rebilled for the base charge and the energy charge and refunded \$731.51 for previously charged base charge and energy charge. (\$405.29 + \$326.22 = \$731.51)

**Domestic
Service from Mar 14 to Sep 11, 2025**

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2245282	02B	181	76227.00	68595.05	1	7632
2245282	02B	126	72123.05	68595.05	1	3528-

Your meter was read on Sep 11, 2025

Energy charges:

Base Charge \$19.17/month

115.02

Energy 7632 kWh x \$0.18561

1,416.58

Energy 3528 kWh

-731.51

Total energy charges

800.09

It is NS Power's position that the customer has been billed appropriately.

Teri

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>

Sent: April 20, 2026 2:26 PM

To: [REDACTED]; Customer Relations <customerrelations@nspower.ca>

Subject: 20 April email to the DRO from Harley Kalbfleisch re Review of power billing

****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

Harley Kalbfleisch; N.S.Power Customer Relations

Harley

In response to your following email and its attachment, 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 you have not already done so, please contact N.S. Power by telephone at 1-800-428-6230 and give them your consent, to release your account information, to me. Alternatively, N.S.Power may contact you by email seeking consent after they receive this email.

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 in part 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 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.

Board approved Regulations 5.1, 5.5, and 6.4 are relevant to this matter – copy attached.

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: harley kalbfleisch [REDACTED]
Sent: Monday, April 20, 2026 12:06 PM
To: nspdisputeresolution@gmail.com
Subject: Review of power billing

Greetings!

Please note that I sent the Nova Scotia review board my issue and they advised me that I should have send it to you (first).

Nova Scotia power has not responded to my written and e-mailed concern.

Please find a file attached that reviews my billing from Nova Scotia Power for the year 2025.
The specific issue is with the September 17, 2025, billing.

In summary, their method of correcting the billing from estimates to reading the meter is in error.
It is my contention that this error has caused an over billing of at least \$662.

As stated above, I have tried to resolve this with their customer service and by sending them an e-mail and followed up by mail.
To paraphrased customer service, "it is right because it is right" and I did not get any response from Nova Scotia power from a previous e-mail

Also, I noticed that Nova Scotia power used the provincial tax rebate to correct the base charge (\$19.17 per month) error.
I could not figure out if they did this correctly as the numbers were too complicated.

Please let me know of any other information you may require.

Thank you for your attention.

Regards!

Harley Kalbfleisch
[REDACTED]

Confidentiality Notice - The email communication is considered confidential
and is intended only for the recipient(s). If you received this email in error,

please contact the sender and delete the email. Unauthorized disclosure or copying of this email is prohibited.

Attachment Limits - Emera will not accept email larger than 50MB or emails containing high risk attachments like ZIP, EXE or others that could contain viruses. If you have a business need to send such an email, please contact the recipient for instructions.