



May 7, 2026

REDACTED

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

Re: M12816 – DRO Appeal – Harley Kalbfleisch

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated April 23, 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 May 7, 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, Mr. Harley Kalbfleisch.

Mr. Kalbfleisch is appealing a decision by the Dispute Resolution Officer (DRO) dated April 21, 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 DRO decision being appealed by Mr. Kalbfleisch:

- February 10, 2026 – NS Power spoke with Mr. Kalbfleisch regarding a billing inquiry for bills issued from March to September 2025. NS Power explained that the charges reflected a reconciliation between estimated and actual meter reads, including actual meter reads obtained on March 14, 2025, and September 11, 2025. NS Power further advised that an additional meter read was performed on January 16, 2026. This is referenced on pages 1 to 2 of 3 in **Confidential Attachment 2**.

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- April 20, 2026 – Mr. Kalbfleisch contacted the DRO to formally dispute his September 2025 bill. He stated that he believed NS Power's billing reconciliation was incorrect and alleged that it resulted in an overbilling of approximately \$662. He also noted concerns regarding the application of the provincial rebate to correct the base charge. This is referenced on page 8 of 22 in the DRO file attached as **Confidential Attachment 1**.
- April 20, 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 pages 9 to 10 of 22 in the DRO file attached as **Confidential Attachment 1**.
- April 20, 2026 – Mr. Kalbfleisch confirmed his consent to release his personal information to the DRO. This is referenced on page 11 of 22 in the DRO file attached as **Confidential Attachment 1**.
- April 21, 2026 – NS Power provided its position to DRO, stating the following:

[...] 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). [...]

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). [...]

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

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\$731.51 for previously charged base charge and energy charge.
(\$405.29 + \$326.22 = \$731.51)

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 12 to 17 of 22 in the DRO file attached as **Confidential Attachment 1**.

- April 21, 2026 – The DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

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 19 to 20 of 22 in the DRO file attached as **Confidential Attachment 1**.

- April 22, 2026 – Mr. Kalbfleisch appealed the DRO's decision with the NSEB.

NS Power agrees with the DRO's decision that NS Power has appropriately billed Mr. Kalbfleisch.

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.

Mr. Kalbfleisch's bill for the period from March 14, 2025 to May 16, 2025, was based on an estimated usage of 1,977 kWh, resulting in energy charges of \$405.29. The subsequent billing period, from May 16, 2025 to July 18, 2025, was also based on an estimated usage of 1,551 kWh, resulting in energy charges of \$326.22. On September 11, 2025, NS Power obtained an actual meter read at the property of 76,227.00. The previous actual meter read, taken on March 14, 2025, was 68,595.05, confirming total actual consumption of 7,632 kWh over the full 181-day period.

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To reconcile the earlier estimates, NS Power subtracted the previously billed 3,528 kWh¹ from the total actual consumption, resulting in a net billing of 4,104 kWh on the September bill. The full energy and base charges of \$731.51² associated with the May and July estimated bills were credited back to the customer's account. After applying this credit, a base charge of \$115.02³, and adjustments for tax and rebates, the total charges for the full-service period from March 14, 2025 to September 11, 2025 amounted to \$774.26. Please refer to **Confidential Attachment 3** for copies of Mr. Kalbfleisch's bills for the relevant period.

With respect to the customer's comment regarding the provincial rebate, NS Power confirms that the provincial rebate was not used to correct a base charge error. The base charges billed during the estimated periods were reversed as part of the overall reconciliation once an actual meter read was obtained. The \$731.51 credit reflects the reversal of the total charges previously billed for the estimated May and July 2025 periods, which included both base and energy charges. The provincial rebate was applied to the billed charges and not used as a corrective adjustment.

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).

The Company sincerely apologizes for any inconvenience or confusion caused by the estimated billing process resulting from the cyber incident.

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 Mr. Harley Kalbfleisch by e-mail.

Yours truly,



Kathleen Murray
Regulatory Counsel

Encl.

c. Mr. Harley Kalbfleisch

¹ 1977 kWh (May 2025 estimated usage) + 1,551 kWh (July 2025 estimated usage) = 3,528 kWh

² \$405.29 (May 2025 total energy charges) + \$326.22 (July 2025 total energy charges) = \$731.51

³ \$19.17 (monthly base charge) x 6 months = \$115.02 (base charges for the full 181-day service period)

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

**Kalbfleisch DRO Appeal Attachment 1 has been removed
due to confidentiality.**

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

**Kalbfleisch DRO Appeal Attachment 2 has been removed
due to confidentiality.**

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

**Kalbfleisch DRO Appeal Attachment 3 has been removed
due to confidentiality.**