



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: M12818 – DRO Appeal – Winton Porter

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 Wednesday, 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 the appellant, Mr. Winton Porter.

Mr. Porter is appealing a decision by the Dispute Resolution Officer (DRO) dated April 15, 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 April 15, 2026 DRO decision being appealed by Mr. Porter:

- September 5, 2025 – Mr. Winton contacted the DRO regarding his billing and was directed to first contact Customer Care; no DRO dispute was opened at that time. This is referenced on page 1 of 6 in **Confidential Attachment 2**.
- November 27, 2025 – Mr. Winton contacted NS Power with a billing inquiry regarding estimated usage and was advised to submit a photo of their meter to calculate actual consumption and review the resulting monthly billing amount.

May 7, 2026
L. Wallace

This is referenced on page 2 of 6 in **Confidential Attachment 2**.

- December 2, 2025 – Following receipt of the customer's submitted meter photo confirming a meter read of 31,835, NS Power issued a credit to the customer's account to correct previously overestimated usage of 3,052 kWh. This is referenced on pages 3 to 4 of 6 in **Confidential Attachment 2**.
- December 4, 2025 – NS Power emailed the customer advising that the billing adjustment had been completed on their account and confirming the updated account balance and budget billing amount. This is referenced on page 5 of 6 in **Confidential Attachment 2**.
- April 7, 2026 – Mr. Winton contacted NS Power requesting a true meter reading. A meter read was scheduled and completed on April 9, 2026, at which time the meter was read at 44,239, exceeding the previously estimated reading. NS Power advised that no billing adjustment was required as a result. Mr. Winton subsequently proceeded to dispute the billed charges. This is referenced on page 6 of 6 in **Confidential Attachment 2**.
- April 10, 2026 – Mr. Porter contacted the DRO to formally dispute his billing, attaching NS Power's December 4, 2025 email advising that a billing adjustment had been completed on his account. This is referenced on pages 1 to 2 of 13 in the DRO file attached as **Confidential Attachment 1**.
- April 12, 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 3 of 13 in the DRO file attached as **Confidential Attachment 1**.
- April 12, 2026 – Mr. Porter emailed the DRO, providing a photo of his billing which he stated showed no correction. This is referenced on page 5 of 13 in the DRO file attached as **Confidential Attachment 1**.
- April 14, 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.

NS Power confirms that the customer's meter reads for July, September and November 2025, January and March 2026 were all 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.

May 7, 2026
L. Wallace

The customer provided a picture read of meter # 435825 on November 27, 2025. The read was 31835 and NS Power adjusted the customer's account for 3052 kWh's or \$594.81. This is shown as an adjustment on the ledger dated January 23, 2026. The customer was quoted the balance of \$863.64 as of December 4, 2025 as the balance on that date was \$1,458.45 minus the \$594.81 credit that was given (and would appear on the customer's next invoice). The customer is on a monthly budget plan of \$323.00 per month.

Due to the customer's current meter reads all being estimated, NS Power requested a meter reader visit the premises and obtain a true read. The read on obtained on April 9th was 44239 which was higher than the customers estimated read of 43445 from March 24th. No adjustment was required and once the meter is read in-person again, the customer's next bill will be reconciled automatically to reflect actual usage.

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 10 of 13 in the DRO file attached as **Confidential Attachment 1**.

- April 15, 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].

This is referenced on pages 12 to 13 of 13 in the DRO file attached as **Confidential Attachment 1**.

- April 15, 2026 – Mr. Porter appealed the DRO's decision with the NSEB.

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

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

May 7, 2026
L. Wallace

NS Power's billing system have been restored to normal operation, and customer billing is returning to normal.

On November 27, 2025, Mr. Porter provided a photo of his meter (#435825) showing an actual reading of 31,835. Based on this verified reading, NS Power corrected the customer's account by adjusting usage by 3,052 kWh, resulting in a credit of \$594.81¹ applied to the account. This adjustment is reflected on the customer's January 2026 invoice (page 17 of 19 of **Confidential Attachment 3**) and on the account ledger dated January 23, 2026 (page 7 of 13 of **Confidential Attachment 2**), demonstrating that Mr. Porter's account was reconciled in accordance with Board-approved billing practices.

NS Power communicated this adjustment to Mr. Porter on December 4, 2025, at which time the customer's account balance was \$863.64, calculated by applying the \$594.81 credit to the outstanding balance of \$1,458.45. This communication is documented on page 2 of 13 of **Confidential Attachment 2**.

On April 7, 2026, Mr. Porter contacted NS Power requesting a true meter reading. A meter reader attended the premises on April 9, 2026, and obtained an actual meter reading of 44,239, which was higher than the estimated reading of 43,445 used on the March 24, 2026 bill. As the actual reading exceeded the estimate, no billing adjustment was required. With meter communication restored, the customer's subsequent bills will reflect actual consumption, with any necessary reconciliations applied automatically.

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. Porter by e-mail.

¹ \$566.48 (usage adjustment) + \$79.31 (GST) - \$50.98 (provincial rebate adjustment) = \$594.81 CR

May 7, 2026
L. Wallace

Yours truly,



Kathleen Murray
Regulatory Counsel

Encl.

c. Mr. Winton Porter

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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