



May 11, 2026

REDACTED

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

Re: M12826 – DRO Appeal – European New Market

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 the appellant.

Mr. Genadi Shpoker¹ 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 DRO decision being appealed by Mr. Shpoker:

- August 26, 2025 – The customer called NS Power and expressed frustration that their recent bills were estimated due to the cyber incident. This is referenced on page 2 of 6 in **Confidential Attachment 2**.

¹ Mr. Genadi Shpoker is an authorized user on the account for European New Market. Inga Giter is the customer of record named on the account and billing records.

May 11, 2026
L. Wallace

- January 14, 2026 – NS Power spoke with the customer, who questioned whether their account billing had been based on an actual meter read and updated. The account note records a request for a supervisor call-back. This is referenced on page 3 of 6 in **Confidential Attachment 2**.
- January 20, 2026 – NS Power spoke with the customer regarding billing and meter reads across multiple accounts. NS Power advised that the meter, associated with the account in question, had not been able to be read previously and requested that the customer provide a photo of the meter showing the reading screen. This is referenced on pages 4 to 5 of 6 in **Confidential Attachment 2**.
- January 22, 2026 – NS Power received a photo of the customer's meter showing a reading of 248,605, which was higher than the previously estimated read of 220,088.

NS Power reviewed consumption over the same timeframe in the prior year and advised that from April 8, 2024 to January 10, 2025, total usage was 74,654 kWh over 277 days, equating to an average daily usage of 269.5 kWh/day. For the current period, based on the last true meter read in April 2025 (145,424.66) and the January 22, 2026 read of 248,605, NS Power calculated total usage of approximately 103,181 kWh over 290 days, resulting in an average daily usage of 355.7 kWh/day.

The representative advised that there was no issue with the estimated billing and noted that payment arrangements were available. This is referenced on pages 5 to 6 of 6 in **Confidential Attachment 2**.

- April 10, 2026 – Mr. Shpoker contacted the DRO to formally dispute an unusually high electricity charge for the most recent billing period for European New Market. Mr. Shpoker advised that the most recent bill exceeded \$6,000, compared to typical monthly charges between \$1,500 to \$2,000. Mr. Shpoker raised concerns related to potential billing or meter issues and requested a detailed explanation, meter inspection, and suspension of collection activity pending resolution. This is referenced on page 1 of 16 in the DRO file attached as **Confidential Attachment 1**.
- April 10, 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 4 to 4 of 16 in the DRO file attached as **Confidential Attachment 1**.
- April 13, 2023 – The customer confirmed his consent to release their account information to the DRO. This is referenced on page 6 of 16 in the DRO file

May 11, 2026
L. Wallace

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. 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 between April 2025 and February 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. The March 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.

NS Power attached the account ledger and meter reads for the subject account (REDACTED). This is referenced on pages 7 to 12 of 16 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) European New Market (Account # (REDACTED)).

This is referenced on pages 14 to 16 of 16 in the DRO file attached as **Confidential Attachment 1**.

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

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

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 11, 2026
L. Wallace

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

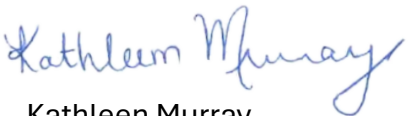
Mr. Shpoker is on a monthly billing cycle, and all bills issued from May 2025 through February 2026 were based on estimated meter reads. On March 6, 2026, a true meter read was obtained, showing a reading of 266,670.66. As this reading was higher than the most recent estimated read of 228,624.66, no reconciliation credit was required, as the estimated consumption had not exceeded the customer's actual usage. Copies of the customer's bills have been provided as **Confidential Attachment 3**.

The Company sincerely apologizes for any inconvenience or confusion caused by the prolonged period during which the customer's bills were based on estimated meter reads. NS Power is prepared to work with the customer to establish a reasonable payment arrangement to address the outstanding balance and asks the customer to advise if they wish to discuss this option, so that a representative may contact them directly.

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 Mr. Shpoker by e-mail.

Yours truly,

A handwritten signature in blue ink that reads "Kathleen Murray". The signature is fluid and cursive, with the first name and last name clearly distinguishable.

Kathleen Murray
Regulatory Counsel

Encl.

c. Mr. Genadi Shpoker, European New Market

European New Market DRO Appeal Attachment 1 has been removed due to confidentiality.

European New Market DRO Appeal Attachment 2 has been removed due to confidentiality.

European New Market DRO Appeal Attachment 3 has been removed due to confidentiality.