



May 12, 2026

**REDACTED**

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

**Re: M12829 – DRO Appeal – Jaspal Singh**

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated April 28, 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 Tuesday, May 12, 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. Jaspal Singh.

Mr. Singh is appealing a decision by the Dispute Resolution Officer (DRO) dated April 20, 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. Singh:

- March 16, 2026 – The customer called regarding their energy consumption and billing. Their usage was approximately 3,009 kWh over 19 days (an average of 158 kWh per day). NS Power reviewed the account and explained that a portion of the usage on the current bill likely reflected catch-up consumption from the previous estimated bill. The option of transitioning to budget billing at \$480 per

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month, effective March, was discussed with the customer. Mr. Singh indicated he would consider this option and would call back if he wished to proceed. This is referenced on page 2 of 9 in **Confidential Attachment 2**.

- March 17, 2026 – The customer contacted NS Power stating that their bill was very high and asked whether anything could be done. NS Power again advised that a \$480 per month payment arrangement could be offered. The customer maintained that the bill remained high and indicated an intention to proceed to the Board if no action was taken. The customer suggested the bill may include consumption from the previous owner; NS Power advised that this was not the case, as a meter reading had been obtained on December 10 when the customer established service at the premises. This is referenced on page 3 of 9 in **Confidential Attachment 2**.
- March 19, 2026 – NS Power reviewed the customer's bills with them and explained that the December bill was estimated, and that an actual meter reading was obtained on February 25, 2026. NS Power further explained that a portion of the usage reflected on the February true-up bill may relate to December consumption. The customer's use of baseboard heaters and heat pumps was discussed, along with the option to contact Efficiency Nova Scotia. Equalized and budget billing options were also presented; however, the customer declined and indicated an intention to file a complaint with the Board. NS Power advised that the billing reflects actual usage, noting that the property has historically recorded consumption exceeding 120 kWh per day. This is referenced on pages 4 to 5 of 9 in **Confidential Attachment 2**.
- March 25, 2026 – The customer contacted the DRO regarding their bill. The DRO referred the customer to contact Customer Care to attempt to resolve the matter and advised that, if a mutually satisfactory resolution could not be reached, the customer could then proceed with a formal dispute. No DRO dispute was initiated at that time. This is referenced on page 6 of 9 in **Confidential Attachment 2**.
- March 25, 2026 – The customer emailed the DRO advising that they had already spoken with NS Power, but no resolution was reached and requested that the DRO review the matter and advise what could be done. This is referenced on page 3 of 23 in the DRO file attached as **Confidential Attachment 1**.
- March 25, 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 23 in the DRO file attached as **Confidential Attachment 1**.
- March 26, 2026 – NS Power spoke with the customer and explained that their

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bill was based on actual meter readings. The customer provided a current reading of 101,010. Potential contributing factors to usage, including baseboard heating, were discussed. The customer was also encouraged to contact Efficiency Nova Scotia or an electrician to investigate their usage further. The customer stated that they would not pay the bill until the issue was resolved and referenced their matter with the DRO. This is referenced on pages 8 to 9 of 9 in **Confidential Attachment 2**.

- March 27, 2026 – NS Power provided its position to DRO, stating the following:

[...] The customer connected service at [REDACTED] on December 10, 2025. NS Power confirms the meter read of 81175 obtained on that date was a true read.

The customer's meter read for December was 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 February 2026 meter read was a true read and the bill was the reconciliation bill.

The peak billed 2-month winter usage at the subject premises was 8892 kWh's. This occurred during the December 2024 to February 2025 billing period.

It is NS Power's position that the customer has been billed appropriately. We are here to help. If the customer requires a payment plan on the balance, our Customer Care team is available at 1-800-428-6230. They can offer flexible, interest free payment plans like Equal Billing.

NS Power attached the account ledger and meter reads for the subject account ([REDACTED]). This is referenced on pages 6 to 8 of 23 in the DRO file attached as **Confidential Attachment 1**.

- March 29, 2026 – The DRO inquired about the type of heating system at the premises and instructed NS Power to test meter #2039876 for accuracy in accordance with Board-approved Regulation 5.5, with the results to be reported to both the customer and the DRO. This is referenced on page 9 of 23 in the DRO file attached as **Confidential Attachment 1**.
- March 29, 2026 – The customer advised they had baseboard heating. This is referenced on page 10 of 23 in the DRO file attached as **Confidential Attachment 1**.

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- March 30, 2026 – NS Power confirmed that the subject meter had been ordered for removal and testing. This is referenced on page 11 of 23 in the DRO file attached as **Confidential Attachment 1**.
- April 14, 2026 – The customer emailed the DRO to follow up on the status of their dispute. This is referenced on page 14 of 23 in the DRO file attached as **Confidential Attachment 1**.
- April 15, 2026 – NS Power confirmed the Company would follow up with its testing facility on the status of the meter testing. This is referenced on page 12 of 23 in the DRO file attached as **Confidential Attachment 1**.
- April 20, 2026 – NS Power provided the meter testing results which confirmed the meter (#2039876) was operating within prescribed accuracy limits. This is referenced on pages 18 to 19 of 23 in the DRO file attached as **Confidential Attachment 1**.
- April 20, 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 21 to 23 of 23 in the DRO file attached as **Confidential Attachment 1**.

- April 24, 2026 – Mr. Singh appealed the DRO's decision with the NSEB.

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

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.

The customer's service at [REDACTED] was connected on December 10, 2025, at which time an actual meter reading of 81,175 was obtained. Mr. Singh's first bill for the premises was issued on December 31, 2025, covering the period from December 10

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to December 31, 2025. This bill was estimated based on historical usage at the premises and seasonal factors. The estimated consumption was 1,032 kWh, resulting in \$204.97 in total energy charges. After the addition of the connection fee and applicable taxes, the total amount owing on the December bill was \$227.76.

On February 25, 2026, an actual meter reading of 96,042.73 was obtained. As this reading exceeded the estimated consumption and the prior estimated meter reading of 82,207.00, no billing adjustment was required. The resulting true-up bill reflected total actual consumption of 13,836 kWh for the period from December 31, 2025 to February 25, 2026. Relevant bills are included as **Confidential Attachment 3**.

On April 20, 2026, NS Power's Measurement Canada accredited testing facility confirmed that the customer's meter (#2039876) was operating within prescribed accuracy limits. The test results letter and supporting documentation are included as **Attachment 4**. As noted in that correspondence, the customer may request additional independent testing by Measurement Canada within six months of the date of the letter, subject to an applicable fee of \$46.00. Contact information for initiating such a request is provided therein. If the meter is subsequently confirmed to be accurate, the customer is responsible for the fee. If the meter is found to be outside the allowable limits, the \$46.00 fee will be credited to the customer's account.

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). For further guidance on reducing energy consumption, NS Power encourages the customer to contact Efficiency Nova Scotia.

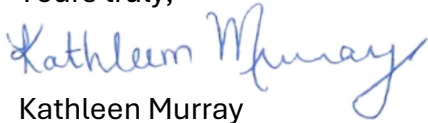
The Company remains committed to working with the customer and has offered a payment arrangement of \$480 per month to assist with the outstanding balance. The customer is encouraged to advise if they wish to revisit this option so that a representative may contact them directly.

Please consider the enclosed information confidential due to the personal nature of the information that has been provided.

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NS Power has forwarded a copy of this correspondence to Mr. Jaspal Singh 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. Jaspal Singh

**REDACTED (CONFIDENTIAL INFORMATION REMOVED)**

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

**REDACTED (CONFIDENTIAL INFORMATION REMOVED)**

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



**REDACTED (CONFIDENTIAL INFORMATION REMOVED)**

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



PO Box 910 • Halifax, Nova Scotia • Canada • B3J 2W5

April 20, 2026

Jaspal Singh

[REDACTED]  
[REDACTED]  
[REDACTED]

Dear Jaspal Singh,

Re: Account No. [REDACTED]

Meter No. 2039876

We are writing to confirm the results of your recent meter test. This test was conducted following your inquiry about electrical usage at your premises. Per our meter test process, NS Power requested your meter (noted above) be tested in NS Power's accredited (approved by Measurement Canada) testing facility.

Your meter has now been tested and the results indicate this meter is operating within prescribed accuracy limits.

Should you wish to further pursue this matter, you have the option to request a meter test by Measurement Canada within 6 months of the date of this letter. Please note, the current fee is \$46.00 for this additional testing.

The local office for Measurement Canada can be reached at 902-426-2525. Upon receipt of your request, they will formalize a written process of notification to both you and NS Power to obtain this meter for an official test. If the meter is found to be outside the allowable limits, Measurement Canada will provide details as to the level of inaccuracy for an account adjustment. Should this occur, the \$46.00 fee would be credited to your electrical account (noted above).

Should you wish to discuss this matter further, please do not hesitate to contact one of our Customer Care representatives by calling 1-800-428-6230. Our representatives can also suggest tips to help reduce your energy usage or offer programs such as our Equal Billing program that make it easier to budget for your electricity bill throughout the year through equal monthly payments.

Yours truly,

Teri

Comments Screen Inquiry Mode - -

File Edit Functions Help

Comments Screen Inquiry Mode

|            |            |          |         |
|------------|------------|----------|---------|
| Equip Type | MTRE       | Equip ID | 2039876 |
| Date       | 2026/04/20 | Op Code  | TEST    |

TESTED OK, EVENTS OK

OK Cancel

Electric Meter Test Results - Screen One - MTR01 - \* \* \* NOVA SCOTIA POWER IN...

File Edit Functions Help

Electric Meter Test Results - Screen One

|                  |           |         |               |
|------------------|-----------|---------|---------------|
| Equip Type       | MTRE      | Date    | 2026/04/20 17 |
| Equip ID         | 2039876   | Op Code | TEST          |
| Tester's User ID | AH549     |         |               |
| Standard Code    | 813       |         |               |
| As Found kWh     | 102823.00 |         |               |
| Lot Number       |           |         |               |
| Damage Code      |           |         |               |
| Firmware Version |           |         |               |
| OTHER            |           |         |               |

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OK Cancel

Electric Meter Test Results - Screen Two - MTR02 - \* \* \* NOVA SCOTIA POWER IN...

File Edit Functions Help

Electric Meter Test Results - Screen Two

|            |         |           |               |
|------------|---------|-----------|---------------|
| Equip Type | MTRE    | Date      | 2026/04/20 17 |
| Equip ID   | 2039876 | Op Code   | TEST          |
| FLSASFKWH  | 0.05    | FLSASFKQH |               |
| FLAASFKWH  |         | FLAASFKQH |               |
| FLCASFKWH  |         | FLCASFKQH |               |
| FLBASFKWH  |         | FLBASFKQH |               |
| LLSASFKWH  | 0.05    | LLSASFKQH |               |
| LLAASFKWH  |         | LLAASFKQH |               |
| LLCASFKWH  |         | LLCASFKQH |               |
| LLBASFKWH  |         | LLBASFKQH |               |
| PFSASFKWH  | 0.01    | PFSASFKQH |               |
| PFAASFKWH  |         | PFAASFKQH |               |
| PFCASFKWH  |         | PFCASFKQH |               |
| PFBASFKWH  |         | PFBASFKQH |               |

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OK Cancel

Electric Meter Test Results - Screen Three - - \*\*\* NOVA SCOTIA POWER INC. \*... — □ ×

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Electric Meter Test Results - Screen Three

Equip Type MTRE Date 2026/04/20 17  
 Equip ID 2039876 Op Code TEST

|           |                      |           |                      |           |                      |
|-----------|----------------------|-----------|----------------------|-----------|----------------------|
| FLSASLKWH | <input type="text"/> | FLSASLKQH | <input type="text"/> | FLAASLKWH | <input type="text"/> |
| FLAASLKQH | <input type="text"/> | FLCASLKWH | <input type="text"/> | FLCASLKQH | <input type="text"/> |
| FLBASLKWH | <input type="text"/> | FLBASLKQH | <input type="text"/> | LLSASLKWH | <input type="text"/> |
| LLSASLKQH | <input type="text"/> | LLAASLKWH | <input type="text"/> | LLAASLKQH | <input type="text"/> |
| LLCASLKWH | <input type="text"/> | LLCASLKQH | <input type="text"/> | LLBASLKWH | <input type="text"/> |
| LLBASLKQH | <input type="text"/> | PFSASLKWH | <input type="text"/> | PFSASLKQH | <input type="text"/> |
| PFAASLKWH | <input type="text"/> | PFAASLKQH | <input type="text"/> | PFCASLKWH | <input type="text"/> |
| PFCASLKQH | <input type="text"/> | PFBASLKWH | <input type="text"/> | PFBASLKQH | <input type="text"/> |
| PULASLKWH | <input type="text"/> | PULASLKVA | <input type="text"/> | PULASLKQH | <input type="text"/> |
| REGRATIO  | <input type="text"/> | CRCHECK   | <input type="text"/> | LOSSCOMP  | <input type="text"/> |

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OK Cancel

Electric Meter Test Results - Screen Four - - \*\*\* NOVA SCOTIA POWER INC. \*\*\*

File Edit Functions Help

Electric Meter Test Results - Screen Four

|            |         |         |               |
|------------|---------|---------|---------------|
| Equip Type | MTRE    | Date    | 2026/04/20 17 |
| Equip ID   | 2039876 | Op Code | TEST          |

|                      |                                     |                      |                          |
|----------------------|-------------------------------------|----------------------|--------------------------|
| Creep Test Performed | <input checked="" type="checkbox"/> | Replaced Base        | <input type="checkbox"/> |
| Dial Check Performed | <input checked="" type="checkbox"/> | Replaced Cover       | <input type="checkbox"/> |
| Phase Test Performed | <input type="checkbox"/>            | Replaced Register    | <input type="checkbox"/> |
| Short Test Performed | <input type="checkbox"/>            | Replaced Idle Pointe | <input type="checkbox"/> |
| Hand Test Performed  | <input type="checkbox"/>            | Replaced Battery     | <input type="checkbox"/> |
| Replace Up Bearing   | <input type="checkbox"/>            | Replaced Thermal elm | <input type="checkbox"/> |
| Replace Lower Bearin | <input type="checkbox"/>            | As Left kWh          | 102825.00                |
| Replaced Disk        | <input type="checkbox"/>            |                      |                          |

Delete

OK Cancel