

July 31, 2026

[REDACTED]
Jaspal Singh
[REDACTED]

Dear Mr. Singh:

M12829 - Nova Scotia Power Incorporated - Appeal of a Decision of the Dispute Resolution Officer

The Board received your Notice of Appeal to appeal a decision by the Dispute Resolution Officer (DRO) dated April 20, 2026.

The following documentation was filed with the Board:

- The DRO's file and decision, dated April 20, 2026;
- Your appeal of the DRO decision, dated April 24, 2026;
- NS Power's response to your appeal, dated May 12, 2026;
- Your response to NS Power's response, dated May 26, 2026; and
- NS Power's response to the Board's information requests (IRs), dated July 8, 2026.

The Nova Scotia Energy Board (Board) has completed its review of your appeal regarding your Nova Scotia Power Incorporated (NS Power) account. The Board reviewed your concerns about the following issues related to your bills from December 10, 2025, to March 12, 2026.

- Unexplained and excessive consumption;
- Failure to investigate root cause;
- Impact of estimated billing and system disruptions;
- New customer disadvantage and lack of disclosure;
- Reasonableness and fairness; and
- Burden of proof.

The Board acknowledges that this matter has been a source of significant frustration and concern for you. Your submissions make clear that you feel your electricity bills are too high and NS Power has not provided a sufficient explanation of why. The Board understands that

you believe that the estimated meter reading when you first moved into your residence contributed to this issue.

Under NS Power's *Regulations*, an agreement for electric service exists when a customer applies for service or consumes and pays for electricity at the premises. The *Regulations* also provide that electric service is recorded by the meter. In plain terms, the meter is the measuring point for electricity entering the property. NS Power is responsible for delivering electricity to the meter and measuring what passes through it.

You stated in your appeal that you were concerned that the bills do not reasonably align with your usage.

Meter #2039876 was installed at your property in February 2020 as new, certified and sealed by the manufacturer for a 10-year period. NS Power provided you with the test result from its Measurement Canada accredited meter shop on April 20, 2026, which showed that the meter is operating within prescribed accuracy limits.

Meter #2567965 was installed on April 8, 2026 (to replace meter #2039876) and is not due for recertification until April 2035.

You indicated on May 26, 2026, that NS Power has not provided any analysis on how such high consumption occurred and the meter accuracy, although has been tested, does not address the cause of that consumption. You referred to possible electrical faults, abnormal load conditions or external/ systemic factors.

What happens after electricity passes through the meter is determined by the specific characteristics and energy demands of the home. Factors influencing usage may include space heating, water heating, household appliances, number of occupants, insulation efficiency, hot tubs, and other electrical equipment. NS Power does not control those things inside the home. It is reasonable and fair for you as a customer under contract with NS Power to pay for the electricity that has been proven through the meter test to have been consumed at your residence. NS Power has satisfied its burden of proof by testing the meter to confirm it was measuring properly. The Board must decide whether the electricity was delivered and measured properly, not whether every item inside the home used electricity efficiently.

The Board reiterates that how you consume electricity on your side of the meter is not the responsibility of NS Power, which has delivered the power to the metering point. Since the meter test shows your meter operating within the described limit, the Board accepts that the meter reads were recorded accurately.

The Board also considered your concerns about estimated billing. The *Regulations* allow NS Power to estimate usage when it cannot obtain an actual read, if adjustments are made once actual readings are later obtained. When you moved into your residence on December 10, 2025, an actual reading was taken. This was confirmed by NS Power through the Board's process. NS Power explained that the December 31, 2025, bill was based on an estimated reading for the period from December 10, 2025, to December 31, 2025. Since you had only just moved in your bill was estimated based on the previous tenant's usage from December 2024, April 2025 and October 2025.



You expressed concern that as a new tenant you had no prior knowledge of historical usage patterns. There is no obligation for NS Power to provide new tenants with prior consumption data. As a prospective tenant, you had the right to ask your landlord for prior usage information before entering your lease or as a new homeowner, you had the right to ask the previous owners for their consumption data.

NS Power's Regulation 5.1 states:

METER READING

When reasonably possible, meters shall be read bi-monthly; however, the Company may read meters on a monthly basis.

...

ESTIMATED METER READING

If the Company is unable to obtain a meter reading due to circumstances beyond its control ... then the amount of power and energy used by the Customer shall be estimated by the Company using the best available data...

In the event that actual meter readings are obtained subsequent to estimated readings, the Company shall make the necessary adjustments...

In the event that actual meter readings are obtained subsequent to estimated readings, the Company shall make the necessary adjustments...

The payment plan

On March 16, 2026, NS Power offered you a budget billing plan of \$480/month to help reduce the outstanding balance over a 10-month period, which you declined. According to NS Power's response to Board IR-3(c), using your actual consumption data from the April and June 2026 bills, NS Power revised its offer of a budget billing plan of \$662/month over a 24-month period. The Board encourages you to work with NS Power on a payment plan that works for you to retire the outstanding balance in your account.

CONCLUSION

Pursuant to the *Public Utilities Act*, the Board is responsible for the general supervision of all public electric utilities operating in Nova Scotia, including NS Power. Among other things, the Board's jurisdiction includes approving *Regulations* that determine how NS Power is allowed to provide electric service to customers, and the rules they (and customers) must follow. In reviewing matters such as your appeal, the Board's role is to determine whether NS Power has properly applied the Board's approved *Regulations* in dealing with its customers.

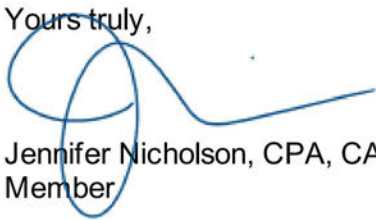
The Board understands your concern with respect to the high consumption recorded in your bills and the financial burden of being faced with the high energy cost you may not have expected. However, the Board finds that NS Power complied with the *Regulations* by using historical consumption data to estimate your usage when an actual meter read was not possible and then reconciling that estimate correctly following an actual meter read.



The Board upholds the DRO's decision. With respect, your appeal is dismissed. The Board notes that it is conducting a separate investigation into the cybersecurity incident under Matter M12273 which encompasses a broader review of its impact on customers.

The Board directs NS Power to reach out to you within 30 days of this decision to work with you on a reasonable payment arrangement.

Yours truly,

A handwritten signature in blue ink, consisting of a large, stylized 'J' followed by a horizontal line.

Jennifer Nicholson, CPA, CA
Member

c. Kathleen Murray, Regulatory Counsel, NS Power

