

Don Farmer, P. Eng., Dispute Resolution Officer
(D.R.O.)

Telephone (902) 428-6202, Toll-free
1-877-428-6202, Fax (902) 835-7744

nspdistributerresolution@gmail.com

Laura Trachsel

You should direct your wish to appeal to the
Nova Scotia Energy Board (NSEB); their contact
information is: P.O. Box 1692, Unit M, Suite 300,
1601 Lower Water St. Halifax, N.S., B3J 2S3;
Email - board@novascotia.ca ;Telephone -
902-424-1332 ,Toll Free in NS: 1-833-809-0040 ;
Fax - 902-424-3919
Don Farmer, P.Eng.

Dispute Resolution Officer

From: Lora <[REDACTED]>

Sent: Tuesday, May 5, 2026 3:31 PM

To: nspdistributerresolution@gmail.com

Subject: Re: DRO Final Written Decision re Lora
Trachsel billing dispute

I respectfully appeal the Final Written Decision issued by the Dispute Resolution Officer regarding my Nova Scotia Power account (#[REDACTED]).

My concern is not with the cumulative nature of electrical meters themselves, but with the accuracy and administration of billing applied to my account over time.

The decision relies heavily on the principle that estimated billing errors are self-reconciling once actual reads are obtained. However, this conclusion does not adequately address the broader pattern of billing irregularities on my account, including:

Multiple refunds and billing corrections issued over the past several months

Extended reliance on estimated readings

An admitted administrative error related to the installation of the new meter

A significant 6,725 kWh adjustment

Concerns regarding whether all prior billing periods were fully reconciled

While the decision explains how cumulative

meters function in theory, it does not provide a complete audit demonstrating that all billing periods were accurately reconciled in practice. My concern is that repeated corrections and admitted errors indicate that the issue may extend beyond a single estimated billing period, and I do not believe the evidence sufficiently demonstrates that the account has been fully and accurately corrected.

I respectfully request that the Board review whether the billing history, estimates, adjustments, and reconciliations applied to this account were accurate and complete.

Thank you
Lora

On Tue, May 5, 2026, 3:08 p.m.

<nspdissueresolution@gmail.com> wrote:

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)

Telephone (902) 428-6202, Toll-free

1-877-428-6202, Fax (902) 835-7744

nspdissueresolution@gmail.com

Laura Trachsel

After review and consideration of all of the following and attached, my Final Written Decision in the matter follows.

I will begin with my Role Statement as Dispute Resolution Officer (DRO) in matters of dispute between N.S.Power and their Customers : **I am not an employee of Nova Scotia Power** or the Nova Scotia Energy Board. I am appointed by Nova Scotia Power to satisfy the Regulations of the Board with respect to dispute resolution. My role is to address, and hopefully resolve, disputes with Nova Scotia Power that cannot be resolved through normal Customer channels. In my role I investigate N.S.Power's interpretation, and application, of Board approved Regulations. I do not have any jurisdiction over N.S.Power's day-to-day operations. My Decisions are binding on Nova Scotia Power but not on the Customer. Customers may appeal my Decisions (within 12 days of receipt of Final Written Decision) to the Board.

Your Dispute in summary is: that you have service from N.S.Power at [REDACTED]

(Account # [REDACTED]); that you dispute your 17 April 2026 bill for 21843 Kwh / \$7722.10 (includes outstanding balance of \$3371.97); that you indicated that your meter reading was 14566 on 20 April and subsequently submitted a picture of it reading 15118 on 21 April (copy attached); that your meter (#2283287) was replaced in Nov 2025 (with meter #2561954) leading to the attached 23 Nov DRO Final Decision; that previous meter # 2283287 was found to be operating within prescribed accuracy limits; that N.S.Power indicate that "When the new meter #2561954 was added to the account, an error occurred and the customer did not bill until April 2026. The meter read for April was estimated. NS Power has requested to have a field representative visit the property and obtain a meter read"; that N.S.Power subsequently indicated that "N.S.Power has cancelled the field representative to visit the property to obtain a meter reading as the customer has provided a picture read of her meter read. When meter #2561954 was installed the read was 0 and the picture provide shows

the read as 15118. An adjustment for 6725kWh' (estimated 21843kWh's - true read 15118) has been applied on the subject account. The credit of \$1310.64 has been applied and is now reflected on the updated ledger"; that June , Aug and Oct 2025 readings were estimated; that Dec 2025 and April 2026 were actual readings; and that once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled (see more detailed explanation below).

Board approved Regulations relevant to this matter are 5.1 and 6.4 – copy attached.

Specific bills can be other than expected if they are based on estimated – as opposed to actual – meter readings. Once an actual meter reading is obtained, following an estimated reading for billing purposes, any estimation error is fully reconciled in following bills, that are based on actual readings, as a result off the cumulative, and self-reconciling nature, of the meter reading process. The self-reconciling process is more fully explained in the immediately following

paragraph.

The “Cumulative Nature” of power meters is similar to the odometer in a car. They are not reset to zero after a reading is taken from them. The meter (when brand new) starts at, and displays, the number zero and that number increases as energy - measured in kilowatt-hours (kWh) - is delivered through it. It stops registering energy usage when no power is being delivered and resumes when power starts to be delivered again. When power starts again the meter does not return to zero but adds to the previous number indication. The displayed number increases proportional to the rate at which energy (kWh) is being delivered. It performs much like the odometer in a car which accumulates miles in proportion to how far one drives and at what speed, as well as how often, one starts and stops. If an error is made in reading a meter on one occasion, it will not affect the number displayed on a subsequent reading. If for example a reading of 1000 is reported as 100, the next time a reading is taken

it will still be something in excess of 1000 – so if a Customer was billed for 100 Kwh when it should have been 1000, the Customer gets a short term “break” on being billed for 900 Kwh that were actually consumed, however if the next reading taken is 1500, that Customer will be billed for 1400 Kwh at that time. The net is that the Customer has been billed for 1500 Kwh consumption over a two-bill period even though there was a meter reading error. $(100 + 1400 = 1000 + 500)$. The same effect occurs if the meter reading is estimated, or erroneously reported, either higher or lower than the fact.

Once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled.

Final Written DRO Decision : In the context of Board approved Regulation 5.1, and after application of a credit of \$1310.64 to the subject Account, N.S.Power has appropriately billed the Customer for service to [REDACTED] (Account # [REDACTED]).

This Decision can be issued in conventional

letter form, via regular mail, upon request.

You may appeal this decision to the Nova Scotia Energy Board (NSEB) if you wish; their contact information is: P.O. Box 1692, Unit M, Suite 300, 1601 Lower Water St. Halifax, N.S., B3J 2S3; Email - board@novascotia.ca ;Telephone - 902-424-1332 ,Toll Free in NS: 1-833-809-0040 ; Fax - 902-424-3919

N.S.Power have no role or responsibility with respect to how that energy is consumed on the premise.

You may wish to discuss your on-premise usage with Efficiency N S.

Don Farmer, P.Eng.

Dispute Resolution Officer