



May 20, 2026

REDACTED

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

Re: M12846 – DRO Appeal – Lora Trachsel

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated May 6, 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 20, 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 Ms. Lora Trachsel.

Ms. Trachsel is appealing a decision by the Dispute Resolution Officer (DRO) dated May 5, 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 Ms. Trachsel:

- June 9, 2025 – The customer contacted NS Power regarding their account balance and advised that they had made a payment of \$1,500 on May 20, 2025. NS Power explained that the posting of this payment had been delayed due to the cyber incident. This is referenced on page 1 of 10 in **Confidential Attachment 2**.

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- November 3, 2025 – The customer contacted the DRO regarding their billing and subsequently provided consent for the DRO to review the matter. NS Power suspended further collection activity pending the DRO's decision. This is referenced on page 3 of 10 in **Confidential Attachment 2**.
- November 24, 2025 – The DRO issued a Final Written Decision finding that NS Power had appropriately billed the customer in accordance with Board-approved regulations. This is referenced on page 3 of 10 in **Confidential Attachment 2**.
- March 16, 2026 – The customer requested removal from paperless billing. The customer also requested that copies of their October, December, and February bills be mailed, and this request was fulfilled on April 17, 2026. This is referenced on pages 5 to 6 of 10 in **Confidential Attachment 2**.
- April 20, 2026 – The customer contacted NS Power regarding their bill and was advised that the current bill was based on an estimated read and would be adjusted once an actual meter read was obtained. The customer disputed the accuracy of the estimate and stated that they submitted a photograph of the meter. The customer requested escalation, and the matter was referred for supervisor follow-up. This is referenced on page 7 of 10 in **Confidential Attachment 2**.
- April 21, 2026 – NS Power received a photograph of the meter from the customer; however, the image did not include the full meter number. NS Power requested that the customer resubmit a complete image. The visible reading in the submitted photo was approximately 14,980 kWh. This is referenced on page 8 of 10 in **Confidential Attachment 2**.
- April 21, 2026 – The customer submitted a second formal complaint to the DRO alleging ongoing billing discrepancies, including a significant difference between an estimated reading of 21,843 kWh and an actual reading of approximately 14,560 kWh. The customer requested a full account audit and escalation of the matter. This is referenced on page 2 of 40 in the DRO file attached as **Confidential Attachment 1**.
- April 21, 2026 – The DRO acknowledged the complaint, 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 40 in the DRO file attached as **Confidential Attachment 1**.
- April 21, 2026 – The customer provided documentation to the DRO, including billing records, previous complaint correspondence, and a current meter reading, and reiterated concerns regarding discrepancies of more than 7,000

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kWh between estimated and actual usage. This is referenced on pages 4 to 6 of 40 in the DRO file attached as **Confidential Attachment 1**.

- April 22, 2026 – NS Power confirmed that access to the account had been granted to the DRO and stated 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.

The customer previously went to the DRO regarding billing concerns and the meter that previously serviced the subject premises, meter #2283287 was tested for accuracy. The results indicated the meter was operating within prescribed accuracy limits.

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. This is currently scheduled for Friday, April 24. Once complete, the read will be compared to the estimated read and the billing will be adjusted if required.

NS Power will provide our position once a new meter read is obtained.

NS Power attached the account ledger and meter reads for the subject account [REDACTED]. This is referenced on pages 7 to 12 of 40 in the DRO file attached as **Confidential Attachment 1**.

- April 22, 2026 – The customer provided additional submissions to the DRO, including a meter reading of approximately 15,118 kWh, and requested confirmation that a full review of all billing periods would be conducted. This is referenced on pages 14 to 18 of 40 in the DRO file attached as **Confidential Attachment 1**.
- April 22, 2026 – The customer requested confirmation that the review would include all potentially affected billing periods, including those prior to the November 2025 meter replacement, and expressed concern that earlier discrepancies had not been fully investigated or resolved. This is referenced on page 19 of 40 in the DRO file attached as **Confidential Attachment 1**.

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- April 23, 2026 – After receiving a meter read of the customer's meter, NS Power provided its position to DRO, stating the following:

[...] NS Power has cancelled the field representative to visit the property to obtain a meter read as the customer has provided a picture read of her meter read. When meter #2561954 was installed, the reading was 0 and the picture provided shows the reading as 15118. An adjustment of 6725 kWh's (estimated 21843 kWh's – true read 15118 kWh's) has been applied on the subject account. The credit of \$1,310.64 has been applied and is now reflected on the updated ledger.

Regarding the customer's previous dispute, NS Power advised the next bill that will be printed approximately December 16th, the usage will be reconciled to the meter read of 207878 to reflect the actual usage. Attached is the December bill showing the reconciled bill to the meter read of 207878. This was for the removed meter #2283287.

It is NS Power's position that the customer has now been billed appropriately.

The Company attached the updated account ledger and relevant bills for the subject account. This is referenced on pages 20 to 22 of 40 in the DRO file attached as **Confidential Attachment 1**.

- April 23, 2026 – The customer advised that they were not satisfied with the adjustment and expressed concern that only partial corrections had been made without a full review of historical billing. This is referenced on page 23 of 40 in the DRO file attached as **Confidential Attachment 1**.
- April 23, 2026 – The DRO advised that the matter appeared to be resolved and sought confirmation from the customer as to whether the file could be closed; otherwise, a Final Written Decision would be issued which could be appealed with the NSEB. This is referenced on page 25 of 40 in the DRO file attached as **Confidential Attachment 1**.
- May 1, 2026 – The customer confirmed that they were not satisfied with the resolution. This is referenced on page 26 of 40 in the DRO file attached as **Confidential Attachment 1**.
- May 2, 2026 – The customer raised their complaint to the NSEB. The DRO advised the NSEB that a Final Written Decision had not yet been issued on the matter and sought further input from NS Power prior to issuing a Final Written

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Decision. This is referenced on pages 28 to 31 of 40 in the DRO file attached as **Confidential Attachment 1**.

- May 2, 2026 – The customer responded to the DRO stating that NS Power had not rectified their bills and had not sent someone to check that their power was being accurately monitored. This is referenced on page 34 of 40 in the DRO file attached as **Confidential Attachment 1**.
- May 4, 2026 – The NSEB advised the customer that it could not proceed with an appeal until a Final Written Decision had been issued by the DRO. This is referenced on page 32 of 40 in the DRO file attached as **Confidential Attachment 1**.
- May 4, 2026 – NS Power reiterated its position to the DRO that the customer had been appropriately billed, noting that the previous meter had tested within accuracy limits and that the recent adjustment had corrected the estimated billing. This is referenced on page 35 of 40 in the DRO file attached as **Confidential Attachment 1**.
- May 5, 2026 – The DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

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]
[REDACTED]

This is referenced on pages 37 to 39 of 40 in the DRO file attached as **Confidential Attachment 1**.

- May 5, 2026 – The customer advised that they intended to appeal the DRO's Final Written Decision to the NSEB, citing ongoing concerns with billing accuracy and historical reconciliation. This is referenced on page 40 of 40 in the DRO file attached as **Confidential Attachment 1**.
- May 6, 2026 – Ms. Trachsel 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

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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.

With respect to the subject account, the customer's bills issued on June 13, 2025 (5,777 kWh), August 15, 2025 (6,290 kWh), and October 16, 2025 (5,267 kWh) were based on estimated meter readings, due to the impacts of the cyber incident. The December 12, 2025 bill, for the service period of April 9 to November 7, 2025, was based on an actual meter read of 207,878, which reconciled prior estimated consumption and adjusted the account accordingly. Ms. Trachsel's invoices for the relevant period have been attached as **Confidential Attachment 3**.

As part of this reconciliation, NS Power calculated the total actual consumption between the prior actual meter reading of 191,186.68 obtained on April 9, 2025 and the subsequent actual reading of 207,878.00 obtained on November 7, 2025, representing total usage of 16,691 kWh¹ over the 212-day service period. NS Power compared this with the estimated consumption previously billed over the same period, which totaled 17,334 kWh, resulting in an overestimation of 643 kWh². This difference was corrected on the December 12, 2025 bill by reversing the previously billed estimated energy and base charges totaling \$3,332.39³ and replacing them with charges of \$3,098.02 based on actual consumption for the full period. The resulting bill reflects a full reconciliation of prior estimated billing and ensures that the customer was billed only for actual electricity usage.

On November 7, 2025, the customer's meter was removed for accuracy testing. Following the installation of a new meter, an administrative error resulted in the customer not being billed until April 2026. NS Power sincerely apologizes for this error.

The customer's April 17, 2026 bill was based on an estimated meter reading of 21,843. On April 22, 2026, the customer provided a photograph of their meter reading confirming a read of 15,118 kWh. Upon receipt of this actual read, NS Power adjusted the account by 6,725 kWh and applied a credit of \$1,310.64 to reflect the customer's actual usage (shown on page 22 of **Confidential Attachment 3**).

With respect to Ms. Trachsel's concerns regarding billing periods based on actual readings, there is no evidence that the reads relied upon for billing were inaccurate. On November 20, 2025, NS Power's Measurement Canada accredited testing facility confirmed that meter #2283287 was operating within prescribed accuracy limits. The

¹ 16,691 kWh = 207,878.00 – 191,186.68

² 643 kWh = 17,334 kWh – 16,691 kWh

³ \$3,332.39 = \$1,110.61 (June total energy charges) + \$1,205.85 (August total energy charges) + \$1,015.92 (October Energy Charges)

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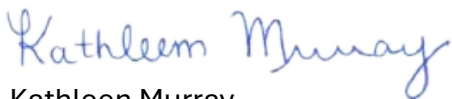
test results and supporting documentation are included as **Attachment 4**. As noted therein, the customer may request independent testing by Measurement Canada within six months, subject to a \$46.00 fee (if the testing confirms the meter is accurate).

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 Ms. Trachsel by e-mail.

Yours truly,



Kathleen Murray
Regulatory Counsel

Encl.

c. Ms. Lora Trachsel

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

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

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



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

November 20, 2025

Loralinde Trachsel
[REDACTED]
[REDACTED]
[REDACTED]

Dear Loralinde Trachsel,

Re: Account No. [REDACTED]

Meter No. 2283287

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	2283287
Date	2025/11/19	Op Code	TEST

HISTORY RECORD ADDED ; METER TESTED OK

OK Cancel

Electric Meter Test Results - Screen One - MTR01 - * * * NOVA SCOTIA POWER IN... — □ ×

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Electric Meter Test Results - Screen One

Equip Type	MTRE	Date	2025/11/19 17
Equip ID	2283287	Op Code	TEST

Tester's User ID	AG431
Standard Code	
As Found kWh	207878.00
Lot Number	
Damage Code	
Firmware Version	
OTHER	

Next Screen Delete

OK Cancel

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

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Electric Meter Test Results - Screen Two

Equip Type	MTRE	Date	2025/11/19 17
Equip ID	2283287	Op Code	TEST
FLSASFKWH	+0.07	FLSASFKQH	
FLAASFKWH		FLAASFKQH	
FLCASFKWH		FLCASFKQH	
FLBASFKWH		FLBASFKQH	
LLSASFKWH	+0.09	LLSASFKQH	
LLAASFKWH		LLAASFKQH	
LLCASFKWH		LLCASFKQH	
LLBASFKWH		LLBASFKQH	
PFSASFKWH	+0.06	PFSASFKQH	
PFAASFKWH		PFAASFKQH	
PFCASFKWH		PFCASFKQH	
PFBASFKWH		PFBASFKQH	

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OK Cancel

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

File Edit Functions Help

Electric Meter Test Results - Screen Three

Equip Type MTRE Date 2025/11/19 17
 Equip ID 2283287 Op Code TEST

FLSASLKWH		FLSASLKQH		FLAASLKWH	
FLAASLKQH		FLCASLKWH		FLCASLKQH	
FLBASLKWH		FLBASLKQH		LLSASLKWH	
LLSASLKQH		LLAASLKWH		LLAASLKQH	
LLCASLKWH		LLCASLKQH		LLBASLKWH	
LLBASLKQH		PFSASLKWH		PFSASLKQH	
PFAASLKWH		PFAASLKQH		PFCASLKWH	
PFCASLKQH		PFBASLKWH		PFBASLKQH	
PULASLKWH		PULASLKVA		PULASLKQH	
REGRATIO	DIG	CRCHECK		LOSSCOMP	

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OK Cancel

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

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Electric Meter Test Results - Screen Four

Equip Type	MTRE	Date	2025/11/19 17
Equip ID	2283287	Op Code	TEST

Creep Test Performed	☒	Replaced Base	☐
Dial Check Performed	☒	Replaced Cover	☐
Phase Test Performed	☐	Replaced Register	☐
Short Test Performed	☐	Replaced Idle Pointe	☐
Hand Test Performed	☒	Replaced Battery	☐
Replace Up Bearing	☐	Replaced Thermal elm	☐
Replace Lower Bearin	☐	As Left kWh	207879.00
Replaced Disk	☐		

Delete

OK Cancel