

October 22, 2026

[REDACTED]
Lora Trachsel
[REDACTED]

Dear Ms. Trachsel:

M12846 - Nova Scotia Power Inc. - 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 May 5, 2025.

The following documentation was filed with the Board:

- The DRO's file and decision, dated May 5, 2026;
- Your appeal of the DRO decision, dated May 6, 2026;
- NS Power's response to your appeal, dated May 20, 2026;
- Your response to NS Power's response, dated May 20, 2026;
- NS Power's response to the Board's information requests (IRs), dated July 8 and September 3, 2026; and
- The meter test result dated September 2, 2026.

The Board understands that you are concerned about NS Power's billing accuracy due to the multiple billing corrections and the refunds it provided you over the past few months.

You request a full review and reconciliation of your account.

The DRO is an independent third party; his role is to address and ideally resolve disputes with NS Power that cannot be resolved through normal customer channels. He is not an employee of NS Power or the Board. Decisions of the DRO are binding on NS Power but not on the customer. Customers may appeal DRO decisions to the Board within 12 days of receipt of the DRO's final written decision.

In his decision, the DRO stated:

In the context of Board approved Regulation 5.1, and after application of a credit of \$1310.64 to the subject Account, NS Power has appropriately billed the Customer for service to [REDACTED]

[Exhibit T-2, p. 2]

BACKGROUND & FINDINGS

You started account [REDACTED] with NS Power at [REDACTED], on August 27, 2020. You disputed the May 2025 bill with NS Power in June 2025 and with the DRO in November 2025. On November 20, 2025, NS Power tested your meter [REDACTED] and found it operating within prescribed accuracy limits. Four days later, the DRO issued his decision dismissing your appeal.

On April 20, 2026, you filed the second appeal with the DRO regarding the accuracy of NS Power's estimates in your bills. The DRO issued his decision on May 5, 2026. You appealed his decision to the Board on May 6, 2026. On September 2, 2026, NS Power provided the test result for your new meter [REDACTED] which showed it operates within prescribed accuracy limits.

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...

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The tables below show the summary of your usage for each year of your account history, based on the information before the Board.

Table 1: 2023

Bill date	Reading	Usage	Daily usage	Account balance	Service period
February 14, 2023	94164 read Feb 7	11750	195.8	\$2,696.75	December 9, 2022 – February 7, 2023 (60 days)
April 17,	105043	10879	175.5	\$4,003.59	February 7 – April 10,



2023	read Apr 10				2023 (62 days)
June 15, 2023	110730 read Jun 12	5687	90.3	\$2,147.56	April 10 – June 12, 2023 (63 days)
August 18, 2023	119008 read Aug 16	8278	127.4	\$2,133.01	June 12 – August 16, 2023 (65 days)
October 17, 2023	125154 read Oct 10	6146	111.7	\$2,576.57	August 16 – October 10, 2023 (55 days)
December 14, 2023	130348 read Dec 6	5194	91.1	\$1,159.81	October 10 – December 6, 2023 (57 days)

Table 2: 2024

Bill date	Reading	Usage	Daily usage	Account balance	Service period
February 14, 2024	139843 read Feb 7	9495	150.7	\$2,934.04	December 6, 2023 – February 7, 2024 (63 days)
April 15, 2024	149389 read Apr 9	9546	154.0	\$3,294.57	February 7 – April 9, 2024 (62 days)
June 14, 2024	153653 read Jun 11	4264	67.7	\$2,682.75	April 9 – June 11, 2024 (63 days)
August 15, 2024	160822 read Aug 13	7169	113.8	\$1,394.51	June 11 – August 13, 2024 (63 days)
October 16, 2024	165834 read Oct 11	5012	84.9	\$1,908.53	August 13 – October 11, 2024 (59 days)
December 13, 2024	171328 read Dec 11	5495	90.1	\$1,713.96	October 11 – December 11, 2024 (61 days)

Table 3: 2025

Bill date	Reading	Usage	Daily usage	Account balance	Service period
February 18, 2025	183541 read Feb 12	12212	193.8	\$3,110.37	December 11, 2024 – February 12, 2025 (63 days)
April 14, 2025	191187 read Apr 9	7646	136.5	\$4,451.76	February 12 – April 9, 2025 (56 days)
June 13, 2025	196964 estimated	5777	88.9	\$2,159.79	April 9 – June 13, 2025 (65 days)
August 15, 2025	203254 estimated	6290	99.8	\$2,947.37	June 13 – August 15, 2025 (63 days)
October 16, 2025	208521 estimated	5267	85.0	\$3,735.57	August 15 – October 16, 2025 (62 days)
December 12, 2025	207878 read Nov 7	16691	78.7	\$3,671.97	April 9 – November 7, 2025 (212 days)

According to NS Power's response to the Board's IR-3, a 70 W High Pressure Sodium streetlight was installed at the property prior to 1998. The streetlight rental of \$13.49/month was transferred to your account when you connected the service with NS Power. The rental of the 70W High Pressure Sodium streetlight continued until May 2024 when NS Power gave



you the option to change to a 55W LED as it could no longer repair or replace High Pressure Sodium lights. You accepted this option.

According to NS Power's response to the Board's IR-2, it estimated your usage during periods when actual meter reads were not available by calculating the average daily usage from bills issued the previous year with the same seasonal code and then multiplied that by the number of days in the current service period.

The Board finds that by using your historical usage to estimate current usage during the periods when an actual meter read was not possible, NS Power complied with Regulation 5.1 by using the best available data.

The bill dated June 13, 2025, covers 65 days (April 9 to June 13, 2025). NS Power used your usage from June, August and October 2024 bills, totaling 16,445 kWh, divided by 185 days to get the average usage of 88.88 kWh per day. Your estimated usage for this billing period was calculated at 5,777 kWh (88.88 kWh/day multiplied by 65 days).

Similarly, for the bill dated August 15, 2025, your average usage from August and October 2024 bills was 99.84 kWh per day. Your usage for this billing period was estimated at 6,290 kWh (99.84 kWh/day multiplied by 63 days).

Your estimated usage of 5,267 kWh in the bill dated October 16, 2025, was based on your average usage from the October 2024 bill (84.95 kWh/day), multiplied by 62 days.

In your December 2025 bill, NS Power:

- credited you back for the 17,334 kWh it charged you in the June 2025 bill (5,777 kWh), August 2025 bill (6,290 kWh) and October 2025 bill (5,267 kWh); and
- charged you for the 16,691 kWh (207,878 kWh read in November 2025 – 191,187 kWh read in April 2025).

This bill, therefore, fully and correctly reconciled your June, August and October 2025 bills. Your average usage during the entire 7-month period between April 9 and November 7, 2025, period was calculated at 16,691 kWh divided by 212 days = 78.7 kWh per day. This falls below the range of your actual average consumption for the same period in 2023 (90.3 – 127.4 kWh per day) and within the range for the same period in 2024 (67.7 – 113.8 kWh per day). Since this bill was based on actual meter reads, the Board accepts the calculated energy charges.

NS Power did not issue any bills for the service period between November 7 and December 12, 2025, due to an administrative error following the replacement of your meter [REDACTED] with meter # [REDACTED] in November 2025. The same error also resulted in your February 2026 bill only including the streetlight rental between December 12, 2025, and February 13, 2026, and not the energy charges.



Table 4: 2026

Bill date	Reading	Usage	Daily usage	Account balance	Service period
February 13, 2026		0		\$3,393.30	December 12, 2025 – February 13, 2026
April 17, 2026	21843 estimated	21843	136.5	\$7,722.10	November 7, 2025 – April 16, 2026 (160 days) *new meter*
April 22, 2026	15118 read by you			\$6,411.46	
June 15, 2026		0		\$6,475.32	April 16 – June 15, 2026 (60 days)
August 18, 2026		0		\$5,864.95	June 15 – August 18, 2026 (64 days)
August 27, 2026	24899 read Aug 26	9781		\$7,535.04	August 18 – 26, 2026 (8 days)

NS Power responded to the Board's IR-2(e) that the bill dated April 17, 2026, was estimated because it did not have enough time on the day the read service order was assigned to read your meter in person, after you opted out of the over-the-air meter reading. Your usage for the period between November 7, 2025, and April 16, 2026, was estimated at 21,843 kWh (136.52 kWh/day based on the consumption in your December 2025 bill, multiplied by 160 days).

The bill dated April 22, 2026, was issued after you provided the DRO with the picture of the meter that showed a 15,118 kWh read. Compared to the 21,843 kWh estimated usage in the bill dated April 17, 2026, NS Power issued an adjustment for the 6,725 kWh it overbilled you. At the energy rate of \$0.18561/ kWh for 6,725 kWh, the credit was calculated at \$1,248.23, or \$1,310.64 after 14% GST and 9% Provincial Rebate adjustments.

The June 2026 bill was estimated because NS Power's meter reader could not enter the property while an unsecured dog was outside. To estimate your usage for this bill, NS Power would have to use your historical usage from June, August and October 2025. Unfortunately, these three bills were estimated, which provided no data for the estimate calculations. This explains why the June 2026 bill only showed the streetlight rental and no energy charges.

The August 2026 bill was based on actual meter reads of 15,118 on April 22 and 24,889 on August 26. This means your actual consumption between April and August 2026 was 9,781 kWh, or approximately 74.1 kWh/day, in line with your average actual consumption in previous years.

Both of your meters were tested by NS Power in November 2025 and September 2026 and found operating within prescribed accuracy limits. The Board accepts the meter accuracy.

CONCLUSION

Pursuant to the *Public Utilities Act*, RSNS 1989, c 380, the Board is responsible for the general supervision of all public electric utilities operating in Nova Scotia, including NS



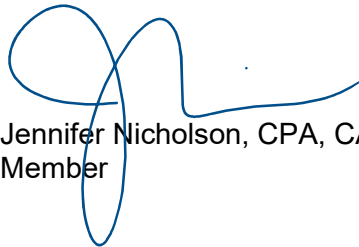
Power. Among other things, the Board's jurisdiction includes approving *Regulations* that determine how NS Power is allowed to provide electric service to customers, and the rules they (and customers) must follow. In reviewing matters such as your appeal, the Board's role is to determine whether NS Power has properly applied the Board's approved *Regulations* in dealing with its customers.

The Board understands your concern with the reconciliation of energy charges from multiple estimated bills and the issue with the administrative error that resulted in a few bills with no energy charges. However, based on the breakdown of charges above, the Board finds that NS Power complied with the *Regulations* by using historical consumption data to estimate your usage when actual meter reads were not possible and then reconciling those estimates correctly following actual meter reads.

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 M12273 which encompasses a broader review of its impact on customers.

The Board directs NS Power to reach out to you within thirty days of this decision to determine whether you require a payment plan to retire the outstanding balance on your account over time, and if so, 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 and a small loop.

Jennifer Nicholson, CPA, CA, ICD.D
Member

c. Kathleen Murray, Regulatory Counsel, NS Power

