



June 1, 2026

REDACTED

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

Re: M12857 – DRO Appeal – Brad Neville

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated May 15, 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 Monday, June 1, 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 Mr. Brad Neville.

Mr. Neville is appealing a decision by the Dispute Resolution Officer (DRO) dated May 7, 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. Neville:

- March 18, 2026 – NS Power spoke with the customer regarding a high bill. The Company explained that the March bill was a catch-up bill from the estimated January billing. A subsequent read on March 18 showed usage of 103.18 kWh/day. The customer disputed the readings, stating no change in heating or appliances and expressing concern that the meter was inaccurate. The customer requested that the meter be checked and declined to engage an electrician. This is referenced on page 1 of 5 in **Confidential Attachment 2**.

June 1, 2026
L. Wallace

- April 15, 2026 – A meter test was ordered and completed. The meter was tested and confirmed to be operating within prescribed accuracy limits. Results were communicated to the customer via email. This is referenced on page 2 of 5 in **Confidential Attachment 2**.
- May 1, 2026 – NS Power spoke with the customer, who continued to dispute that the increased usage was attributable to heating. The customer referenced third-party heat pump reporting indicating lower incremental heating costs. NS Power advised the customer to obtain the report for further review with a product representative. The customer indicated dissatisfaction, noted prior meter checks and requested escalation. This is referenced on page 3 of 5 in **Confidential Attachment 2**.
- May 2026 (exact date not specified) – NS Power spoke with the customer, who continued to reject the billed usage and meter reads. The Company reiterated that meter testing was completed in accordance with Measurement Canada standards and found to be accurate. The customer indicated intent to escalate further, including contacting Measurement Canada, and requested the DRO's contact information. Consent was provided for the DRO. This is referenced on pages 4 to 5 of 5 in **Confidential Attachment 2**.
- May 4, 2026 – Mr. Neville contacted the DRO to formally dispute his March 2026 bill, alleging an unexplained consumption of 16,377 kWh over 55 days (approximately 297.8 kWh/day), which he asserted was impossible given his home's equipment and heating system performance. This is referenced on pages 3 to 4 of 22 in the DRO file attached as **Confidential Attachment 1**.
- May 4, 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 pages 1 to 2 of 22 in the DRO file attached as **Confidential Attachment 1**.
- May 4, 2026 – Mr. Neville provided additional information to the DRO, including Lennox Smart Thermostat performance data for February and March 2026. This is referenced on pages 5 to 6 of 22 in the DRO file attached as **Confidential Attachment 1**.
- May 6, 2026 – NS Power provided its position to DRO, stating 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.

June 1, 2026
L. Wallace

NS Power confirms that the customer's meter read for January 2026 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 March 2026 meter read was a true read and the bill was the reconciliation bill.

NS Power has tested the customer's meter #2073658 for accuracy and was found to be operating within prescribed accuracy limits.

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

NS Power attached the account ledger, meter reads and meter test results for the subject account [REDACTED]. This is referenced on pages 9 to 17 of 22 in the DRO file attached as **Confidential Attachment 1**.

- May 6, 2026 – Mr. Neville provided further heat pump consumption data for prior months to the DRO. This is referenced on page 8 of 22 in the DRO file attached as **Confidential Attachment 1**.
- May 7, 2026 – The DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

In the context of Board approved Regulations 5.1 and 5.5, N.S. Power has appropriately billed the Customer for service to [REDACTED].

This is referenced on pages 19 to 21 of 22 in the DRO file attached as **Confidential Attachment 1**.

- May 7, 2026 – Mr. Neville appealed the DRO's decision with the NSEB.

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

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.

June 1, 2026
L. Wallace

The customer's dispute relates specifically to the bill issued March 16, 2026. The immediately preceding bill, issued January 6, 2026, was based on an estimated meter read of 102,637.00, following the last actual read taken on October 29, 2025, of 98,039.00, resulting in estimated consumption of 4,598 kWh. In the subsequent bill covering the 55-day service period from January 6, 2026 to March 2, 2026, the Company obtained an actual meter reading of 119,014.11. This resulted in actual consumption of 16,377 kWh (119,014.11 – 102,637.00) and energy charges of \$2,978.48. Importantly, because the March 2, 2026 reading (119,014.11) was higher than the earlier estimated reading (102,637.00), the customer's account did not require a billing adjustment. Please refer to pages 29 to 32 of Mr. Neville's bills attached as **Confidential Attachment 3**.

Since Mr. Neville's January 2026 bill was based on an estimate, it may not have fully captured the customer's actual usage at that time. When the actual reading was taken in March, any difference between the estimate and the true consumption was automatically reflected in that reading. As a result, part of the higher usage shown on the March 2026 bill likely reflects electricity that was used in the prior period but was underestimated in January. The Company sincerely apologizes for any inconvenience or confusion caused by the estimated billing process resulting from the cyber incident.

On April 10, 2026, NS Power's Measurement Canada accredited testing facility confirmed that the customer's meter (#2073658) was operating within prescribed accuracy limits. The test results were provided by email and 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 the customer 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

As explained by the DRO, 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).

June 1, 2026
L. Wallace

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 Mr. Neville by e-mail.

Yours truly,



Kathleen Murray
Regulatory Counsel

Encl.

c. Mr. Brad Neville

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

Neville DRO Appeal Confidential Attachment 1 has been removed due to confidentiality.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

Neville DRO Appeal Confidential Attachment 2 has been removed due to confidentiality.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

Neville DRO Appeal Confidential Attachment 3 has been removed due to confidentiality.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

Neville DRO Appeal Confidential Attachment 4 has been removed due to confidentiality.