

October 21, 2026

[REDACTED]

Brad Neville

[REDACTED]

Dear Mr. Neville:

M12857 - Nova Scotia Power Incorporated - Appeal of a Decision of the Dispute Resolution Officer

The Nova Scotia Energy Board (Board) received your Notice of Appeal to appeal a decision by the Dispute Resolution Officer (DRO).

The following documentation was filed with the Board:

- The DRO's file and decision, dated May 7, 2026;
- Your appeal of the DRO decision, dated May 13, 2026;
- Nova Scotia Power (NS Power)'s response to your appeal, dated June 1, 2026;
- Your response to NS Power's response, dated June 11, 2026;
- Your response to the Board's information requests (IRs), dated July 16, 2026;
- NS Power's response to the Board's IRs, dated July 29, 2026; and
- The meter test result from Measurement Canada, dated September 11, 2026.

The Board reviewed your disagreement with NS Power's calculation of your consumption. You believe that NS Power has made billing errors in your account.

You started your account with NS Power for [REDACTED], in June 2016. Meter [REDACTED] was installed at your property in January 2020 as new, certified and sealed by the manufacturer for a 10-year period. Meter # [REDACTED] was removed for testing and replaced with meter [REDACTED] on March 23, 2026. NS Power provided you with the test result from its Measurement Canada-accredited meter shop in April 2026, which showed that meter [REDACTED] is operating within prescribed accuracy limits. You questioned the meter test from NS Power's testing facility being the independent proof of meter accuracy. The meter test performed by Measurement Canada in September 2026 showed the same result as the meter test performed by NS Power.

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.

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 tests to have been consumed at your residence. The Board must decide whether the electricity was delivered and measured properly, not whether every item inside the home used electricity efficiently. NS Power has satisfied its burden of proof by testing the meter to confirm it was measuring properly. 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 tests show your meter operating within the described accuracy limit, the Board accepts that the meter reads were recorded accurately.

The tables below show the summary of your usage, based on the information before the Board.

Table 1: 2024

Bill date	Reading	Usage	Daily usage	Account balance	Service period
January 4, 2024	68729 read Jan 2	2815	45.4	\$430.57	November 1, 2023 – January 2, 2024 (62 days)
March 5, 2024	71436 read Mar 1	2706	45.9	\$346.38	January 2 – March 1, 2024 (59 days)
May 3, 2024	74846 read May 2	3410	55.0	\$741.35	March 1 – May 2, 2024 (62 days)
July 4, 2024	76835 read Jul 2	1989	32.6	\$601.32	May 2 – July 2, 2024 (61 days)
September 5, 2024	79258 read Sep 3	2423	38.5	\$541.96	July 2 – September 3, 2024 (63 days)
November 5, 2024	80904 read Nov 1	1646	27.9	\$164.18	September 3 – November 1, 2024 (59 days)

Your Equal Billing amount was \$224/month in 2024. Your actual usage ranged between 27.9 and 55 kWh/day.

Table 2: 2025

Bill date	Reading	Usage	Daily usage	Account balance	Service period
January 6, 2025	84819 read Jan 2	3914	63.1	\$482.50	November 1, 2024 – January 2, 2025 (62 days)



March 5, 2025	89036 read Mar 3	4217	70.3	\$878.76	January 2 – March 3, 2025 (60 days)
May 5, 2025	91503 read Apr 24	2467	47.4	\$902.45	March 3 – April 24, 2025 (52 days)
July 4, 2025	94177 estimated	2774	39.1	\$1,090.72	April 24 – July 4, 2025 (71 days)
September 4, 2025	96912 estimated	2635	42.5	\$1,344.51	July 4 – September 4, 2025 (62 days)
November 5, 2025	98039 read Oct 29	6536	34.8	\$953.56	April 24 – October 29, 2025 (188 days)

Your Equal Billing amount of \$234/month for 2025 appears to be insufficient as your account balance in the November 2025 bill reached close to \$1,000.

The Board 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. According to NS Power's response to Board 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.

NS Power's Regulation 5.1 states:

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 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.

Your July 2025 bill covers 71 days (April 24 to July 4, 2025). NS Power used the usage from your July and September 2024 and May 2025 bills, totaling 6,879 kWh for 176 days, i.e., your average usage was 39.08 kWh/day. NS Power then estimated your usage for this billing period of 2,774 kWh (39.08 kWh/day multiplied by 71 days).

Similarly, your average usage from the July and September 2024 bills was 42.5 kWh/day. Your usage for the September 2025 bill was estimated at 2,635 kWh (42.5 kWh/day multiplied by 62 days).



In your November 2025 bill, NS Power:

- credited you back for the 5,409 kWh usage it charged you in the July 2025 bill (2,774 kWh) and September 2025 bill (2,635 kWh); and
- charged you for the 6,536 kWh usage for the entire 188-day period between April and October 2025 (98,039 kWh read in October 2025 minus 91,503 kWh read in April 2025).

This bill, therefore, correctly reconciled the July and September 2025 bills. Your actual usage in 2025 ranged between 34.8 and 70.3 kWh/day.

Table 3: 2026

Bill date	Reading*	Usage	Daily usage	Account balance	Service period
January 6, 2026	102637 estimated	4598	66.6	\$1,288.35	October 29, 2025 – January 6, 2026 (69 days)
March 16, 2026	119014 read Mar 2	16377	297.8	\$3,856.02	January 6 – March 2, 2026 (55 days)
May 11, 2026	121958 3772 read May 1	6716	111.9	\$4,429.77	March 2 – May 1, 2025 (35 days)

For the first half of 2026, your Equal Billing amount was not recalculated, due to the cyber incident, and remained at \$234/month. NS Power reviewed your Equal Billing Plan mid-year based on your usage from July 2025 to July 2026 without considering the arrears and revised the Equal Billing amount to \$596/month. NS Power adjusted the amount back to \$234/month for the rest of 2026 at your request but will recalculate the amount in January 2027. NS Power noted that keeping the Equal Billing amount at \$234/month might result in a larger outstanding balance in your account and a larger adjustment in 2027.

NS Power responded to Board IR-2(c) that an actual meter reading was not available in January 2026, so your January 2026 bill was estimated. Your estimated usage of 4,598 kWh in this bill was based on the average usage from your January and March 2025 bills (66.64 kWh/day), multiplied by 69 days.

The March 2026 bill was to catch up with your actual consumption, based on the actual meter read on March 2, 2026. This bill showed higher usage due to the low estimate in your January 2026 bill.

For the entire service period from October 29, 2025 (actual meter read of 98,039 kWh) to March 2, 2026 (actual meter read of 119,014 kWh), your actual usage was 20,975 kWh for four months, or 169.2 kWh/day. The Board acknowledges that this average usage is higher than your average actual usage ranges in 2024 and 2025. Your average actual usage in the May 2026 bill came down slightly to 111.9 kWh/day. Since both March and May 2026 bills were based on actual meter reads, and both meter tests proved the meter accuracy, the Board accepts the energy charges NS Power included in these bills. The



account balance grew past \$4,000 partly due to the low Equal Billing monthly amount and the catch-up nature of the March 2026 bill.

On July 16, 2026, you informed the Board that NS Power proposed a 36-month payment arrangement of \$704/month (\$594/month Equal Billing amount plus \$110/month to cover the arrears). The Board agrees with NS Power's note that maintaining a lower Equal Billing amount (\$234/month) would result in a larger adjustment for 2027 because of the size of your current outstanding balance (over \$4,000 in your May 2026 bill and growing with your continuous consumption in the bills for the rest of the year).

CONCLUSION

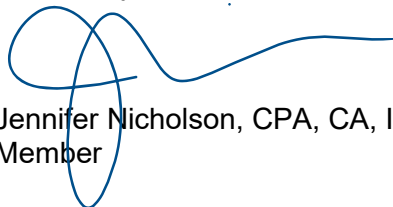
Pursuant to the *Public Utilities Act*, the Board is responsible for the general supervision of all public electric utilities operating in Nova Scotia, including NS Power. Among other things, the Board's jurisdiction includes approving *Regulations* that determine how NS Power is allowed to provide electric 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 May 2026 bill following a series of estimated 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, appearing to read 'Jennifer Nicholson', is written over the printed name and title.

Jennifer Nicholson, CPA, CA, ICD.D
Member

c. Kathleen Murray, Regulatory Counsel, NS Power

