

From: Customer Relations
Sent: Monday, May 11, 2026 12:08
To: 'nspdisputeresolution@gmail.com'
Cc: [REDACTED]; Customer Relations
Subject: Re: RE: DRO Final Written Decision re Susan MacKay billing dispute

Mr. Farmer,

NS Power has noted the DRO's Final Written Decision on the subject account.

Teri

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Sent: May 11, 2026 11:08 AM
To: [REDACTED]
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: DRO Final Written Decision re Susan MacKay billing dispute

****Exercise Caution** - This is an external email [REDACTED]
Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.**

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)
Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744
nspdisputeresolution@gmail.com
Susan MacKay

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 are disputing "bills I have received from N.S.Power over the past year or so"; that specific bills of concern are 15 March 2025 for \$375.27 and 17 July 2025 for \$685.68 and 20 March 2026 for \$2621.83 (ledger attached); that your May

2025 bill was based on an estimated reading; that once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled (see more detailed explanation below); that a new meter (██████) was installed at your premise on 27 July 2025; that N.S.Power indicates “When meter ██████ was replaced with meter ██████, an error occurred in NS Power’s Customer Information System, and the customer did not bill for usage until March 2026. NS Power apologizes for any inconvenience this caused”; that when the March bill printed, it was actual usage between July 28, 2025 (when the meter was replaced) and March 13, 2026.”; that \$0.00 billed charges on the ledger on 11 Nov 2025 and 19 Jan 2026 bills should be noted; and that the total usage between 28 July 2025 and 13 March 2026 is based on actual readings and therefore accurate.

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 of 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, N.S.Power has appropriately billed the Customer for service to [REDACTED] (Account # [REDACTED] - [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

I attach Board approved Regulations 5.3 and 6.5 re payment options available to you which you may wish to discuss with N.S.Power.

Don Farmer,
P.Eng.

Dispute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>
Sent: Friday, May 8, 2026 12:03 PM
To: 'nspdisputeresolution@gmail.com' <nspdisputeresolution@gmail.com>
Cc: [REDACTED]; Customer Relations <customerrelations@nspower.ca>
Subject: RE: DRO 6 May re Susan MacKay re Disputing residential power bill

Mr. Farmer,

Please see attached reply from NS Power dated April 29.

The customer has had a closing bill printed May 4, 2026 so an updated Meter read report and ledger have been attached.

Teri

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Sent: May 6, 2026 4:55 PM
To: [REDACTED]
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: DRO 6 May re Susan MacKay re Disputing residential power bill

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Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)
Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744
nspdisputeresolution@gmail.com
Susan Mackay

-
Now than you have supplied consent (29 April attached email) , N.S.Power will be responding to my immediately following 28 March email and I will begin my investigation into the matter.

Don Farmer, P.Eng.
Dispute Resolution Officer
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From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Sent: Saturday, March 28, 2026 10:02 AM
To: 'sue.bp@hotmail.com' [REDACTED] customerrelations@nspower.ca
Subject: 26 Mar email to the DRO from Susan MacKay re Disputing residential power bill

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)
Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744
nspdisputeresolution@gmail.com
Susan Mackay; N.S.Power Customer Relations

Susan

In response to your following email, 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.

If you have not already done so, please contact N.S. Power by telephone at 1-800-428-6230 and give them your consent, to release your account information, to me. Alternatively, N.S.Power may contact you by email seeking consent after they receive this email.

Please copy N.S.Power at the email address above on all future email to me. They will similarly copy you on their email to me related to this matter.

Your dispute is a "consumption dispute". A fundamental point I must make in such disputes is that N.S.Power's responsibility is to deliver power to the metering point. They have no role or responsibility with respect to how that energy is consumed on the premise.

On-premise usage is a function of lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors well beyond N.S.Power's ability to address or control (outside temperatures, faulty wiring, ground faults, theft of power). Meter accuracy thus becomes the "acid test" in determining if appropriate usage is being billed. The test to confirm meter accuracy is an "as found" meter accuracy test, performed by N.S.Power in their Measurement Canada accredited meter shop, followed by a meter test by Measurement Canada if the Customer wishes to have an independent meter test performed

Specific bills can be other than expected if they are based on estimated – as opposed to actual – meter readings. As part of my investigation of this matter, I will determine if estimated meter readings are a factor in your dispute. 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 of 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.

N.S.Power

Please provide me with N.S.Power's position in the matter as well as copies of relevant account statements, meter reading information, and relevant computerized notes or notices.

Don Farmer, P.Eng.
Dispute Resolution Officer

From: sue mackay [REDACTED] >
Sent: Thursday, March 26, 2026 6:06 PM
To: nspdisputeresolution@gmail.com
Subject: Disputing residential power bill

Good afternoon,

I am writing to dispute the bills I have received from NS Power over the past year or so. I can happily provide all documents that I could obtain from NS Power which is whatever I can access in my online account.

I have called the customer service line many times to no avail. Each time I call, I am on hold on average 44 minutes and have been told every call that there is 'no discrepancy noted on their end'.

There are three main topics that I wish to dispute.

Firstly, I received a bill for the time covering March 13/25 to May 15/25 which was an 'estimated' bill for \$357.40.

I then received a bill for the time covering March 13/25 to July 11/25 which the meter was read for \$976.40.

I called to enquire the unexpected amount, and was told that the meter was not read for 4 months and the estimate was too low (perfectly comparable to the exact time frame last year).

They deducted the \$357.40 from the second bill, leaving me with an amount owing of \$693.18, which is 181% higher than the previous year. When I pointed this out, I was told by the representative, "clearly you do not understand how rate increases work!"

I then explained it still was not clear how this amount was possible (as the weather was warmer and my teenage son had gone to his father's for a few months), the representative then suggested I had visitors in that I didn't recall and informed me that, "That's the exact total. The meter is not wrong and it's not your business to know how this works, you just need to pay your bills!"

By the end of this call, the representative asked me if I want to replace my meter. She informed me that the technicians will bring me a new meter but it is very difficult and will cause the techs a lot of extra hassle.

The new meter was installed July 27, 2025.

My wife and I both make continuous payments and keep track of them. I then received 3 statements covering July 28/25-September 16/25, September 16/25 - November 17/25 and November 17/25-January 19/26.

All of these bills state "Credit balance - Please do not pay" with a growing credit amount shown.

Our bank statements show we should have a credit balance of \$798.88 however the credit balance shown is \$643.96. Frequent checks into my online account reflected the \$643.96 credit balance.

On Tuesday, March 24/26. I checked my account online again and see that there is an outstanding bill for \$2496.98 for services covering July 28/25 to March 13/26. With a statement that our meter was read on March 13, 2026 with a balance of 12749.20 kwh. I called the customer service line to enquire and was told that:

1. no one has checked this meter since its installation.
2. The amount shown on the meter is not wrong and I will have to pay the full bill.
3. I am to rely on the current statement I received as an accurate reflection of my account.

However

4. I was 'not supposed' to be relying on the notices I have been receiving stating "Credit balance - please do not pay" as an accurate reflection of my account.

As you can imagine, both my wife and I are extremely confused by all this. Being billed for periods of time twice, receiving bills 181% higher than expected, realizing a portion of our payments have gone unaccounted for, following their advice of relying on our statements for accuracy only to be told we should not have relied on our statements and then told again to trust that the statements are accurate.

Regretfully, I did not record the names or ID numbers of the representatives I spoke with however, my recount of the disrespectful and inappropriate way I have been spoken to many times by the customer service representatives is as accurate as I can remember.

My apologies for the extensive email. I don't actually know what or how much information your committee requires. If there are any questions, please don't hesitate to contact me.

Thank you for your time,
Susan MacKay

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