From: nspdisputeresolution@gmail.com
To: [redacted]
Cc: customerrelations@nspower.ca
Subject: DRO Final Written Decision re Catherine Urbonas Billing dispute
Date: May 26, 2026 11:18:24 AM
Attachments: NSP bills Oct 15 24 - Feb 15 26.pdf
NSP chart Oct 15 24 to Oct 15 25.pdf
Catherine Urbonas Invoice Copy.pdf
Catherine Urbonas Invoice Copy.pdf
Catherine Urbonas Ledger.pdf
Catherine Urbonas Meter Reads Copy.pdf
Regulation 5.1 Estimated Readings.pdf
Regulation 6.4 - Copy.pdf

Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)

nspdisputeresolution@gmail.com

Catherine Urbonas

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] that you dispute your 21 May N.S.Power bill for $728.49; that you indicate that you submitted a meter photo on 20 April (56580); that N.S.Power obtained a meter reading on 23 April (56668); that your previous comparable bills were (ledger attached) April 2025 - $699.19, Feb 2024 -$1370.37, 17April 2024b -$652.31; that you indicate "NSP's policy is to NOT issue an updated bill if the estimated bill is lower than the actual meter reading;" that you indicate that " No one has been able to tell me why they will not use a customer photo to issue an accurate bill, and instead, issue an estimated bill that is far below the actual meter reading"; that per the attached meter reading record ("U" means unread") you had several bills based on estimated meter readings in late 2025 and early2026; that once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled (see more detailed explanation below); that as a result of this process, N.S.Power issued a new bill using the 23 April true

reading of 56668 Kwh; and N.S.Power indicates “NS Power has updated the customer’s account with the meter read obtained on April 23, 2026 of 56668. A new bill/invoice has been generated and attached. The customer should receive her copy in mail within the next couple of days. Please note, the customer’s payment of $446.05 was not updated on the invoice as it was received after the bill has been generated. The ledger shows the correct balance of $282.44” .
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 off 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].

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

Don Farmer, P. Eng

Dispute Resolution Officer