



July 14, 2026

REDACTED

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

Re: M12915 – DRO Appeal – Douglas Fulljames and Karen Ward

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated June 29, 2026, the Board directed as follows:

By copy of this letter, the Board directs Nova Scotia Power Inc. (NS Power, Company) to file a response with the Board to the enclosed appeal on or before **2:00 PM on Tuesday, July 14, 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 [Douglas Fulljames and Karen Ward].

Mr. Fulljames and Ms. Ward are appealing a decision by the Dispute Resolution Officer (DRO) dated June 25, 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 June 25, 2026 DRO decision being appealed by Mr. Fulljames and Ms. Ward.

- May 28, 2026 – Mr. Fulljames contacted NS Power regarding a high bill and requested a meter test. This is referenced on page 2 of 6 in **Confidential Attachment 2**.
- May 28, 2026 – NS Power reviewed the customer's billing history and usage with Mr. Fulljames, including usage recorded in February and March. NS Power advised that Mr. Fulljames could take a picture of the reading for NS Power to

July 14, 2026
L. Wallace

review and that a meter test could be performed. This is referenced on page 4 of 6 in **Confidential Attachment 2**.

- June 4, 2026 – NS Power subsequently called Mr. Fulljames and advised that the meter readings were 76.68 on February 16, 2026, 88.48 on March 2, 2026, and 6.34 on June 3, 2026. Mr. Fulljames advised that the property was equipped only with a refrigerator. NS Power also advised that a payment arrangement could be established if required and that he could contact Efficiency Nova Scotia. This is referenced on page 5 of 6 in **Confidential Attachment 2**.
- June 4, 2026 – Mr. Fulljames formally contacted the DRO regarding his bill. Mr. Fulljames asserted that, following a breaker isolation test with the main breaker in the off position, the meter continued to register a demand of 6.708 kW. Mr. Fulljames claimed that this indicated either a defect with the meter or a fault on NS Power's side of the line and requested that a service technician be dispatched to inspect the meter and line integrity and that the billing balance be reversed. This is referenced on page 1 of 18 in the DRO file attached as **Confidential Attachment 1**.
- June 5, 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 page 3 of 18 in the DRO file attached as **Confidential Attachment 1**.
- June 5, 2026 – Mr. Fulljames confirmed his consent to release his account information to the DRO. This is referenced on page 6 to 6 in **Confidential Attachment 2**.
- June 5, 2026 – Ms. Ward wrote to the DRO advising that she had provided consent for her account logs to be released and maintaining that a breaker isolation test demonstrated a continuous demand reading of 6.708 kW with the main breaker in the off position. Ms. Ward asserted that the meter was defective, requested that it be replaced and tested, and provided videos which she stated showed the meter displaying a continuous demand of 6.708 kW while the main breaker was off. This is referenced on page 10 of 18 in the DRO file attached as **Confidential Attachment 1**.
- June 5, 2026 – The DRO advised that he was awaiting NS Power's response. The DRO further indicated that he anticipated NS Power would explain that the d2 display represents past peak demand and is not an indicator of current consumption, and that the relevant measure for the test performed by Mr. Fulljames would be the d1 reading, with usage determined from the difference between d1 readings over time. This is referenced on page 11 of 18 in the DRO file attached as **Confidential Attachment 1**.

July 14, 2026
L. Wallace

- June 5, 2026 – NS Power provided its position to DRO, stating the following:

[...] AMI meters have additional standard screens that they cycle through (like all 8's) that aren't billing related. All smart meter's cycle through four screens before they actually get to the display showing the kWh reading. For a typical residential customer, the screen that shows the kWh usage will be the fifth screen that shows up, with the code d1 to the left. A typical residential meter will then go on to display screen d2, which would be the demand reading (but is not captured or used for billing for residential customers).

The customer has captured the meter read of his meter #2238679 as 23337. The last meter reading obtained by NS Power on May 20, 2026 was 23273.

The customer was on seasonal billing. Seasonal billing allows the power to remain on all year long. The meter is read only 3 times per year; once in the spring, once in the summer and once again in the fall. The customer is not billed a base charge during the winter months even though their power is left on. Any usage used after the fall reading is calculated on the first bill in the spring. The customer has now been updated to a bi-monthly billing rate.

The customer's last meter read on seasonal billing was September 2025. This read 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 May 2026 meter read was a true read and the bill was the reconciliation bill.

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

NS Power attached the account ledger and meter reads for the subject account (# [REDACTED]). This is referenced on pages 5 to 8 of 18 in the DRO file attached as **Confidential Attachment 1**.

- June 5, 2026 – The DRO wrote to Mr. Fulljames advising that it appeared to the DRO that NS Power had appropriately billed Account # [REDACTED]. The DRO further instructed NS Power to test meter #2238679 and to report the test results to both Mr. Fulljames and the DRO. This is referenced on page 9 of 18 in the DRO file attached as **Confidential Attachment 1**.

July 14, 2026
L. Wallace

- June 5, 2026 – Mr. Fulljames wrote to the DRO in response to NS Power’s position, stating that the dispute related to the d1 cumulative meter data and the seasonal reconciliation formula. Mr. Fulljames asserted that the actual meter reading obtained by NS Power on May 20, 2026 demonstrated average consumption of 4.26 kWh per day and further claimed that the billed amount was inconsistent with the property’s historical usage. Mr. Fulljames requested that the DRO reject NS Power’s position and order a billing adjustment. This is referenced on page 12 of 18 in the DRO file attached as **Confidential Attachment 1**.
- June 8, 2026 – NS Power advised the DRO that meter #2238679 had been ordered for removal and accuracy testing and was scheduled for removal on June 12, 2026. NS Power further advised that the test results would be provided to both the DRO and the customer upon completion and that testing could take approximately four to six weeks. This is referenced on page 13 of 18 in the DRO file attached as **Confidential Attachment 1**.
- June 24, 2026 – NS Power provided the DRO with a copy of the test results for meter #2238679, which had previously serviced the subject premises, as well as a copy of the letter sent to the customer advising of the meter test results. This is referenced on page 14 of 18 in the DRO file attached as **Confidential Attachment 1**.

The customer’s meter was found to be operating within prescribed accuracy limits. The test results and test results letter have been attached as **Confidential Attachment 3** and **Attachment 4**.

- June 25, 2026 – The DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

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

This is referenced on pages 16 to 18 of 18 in the DRO file attached as **Confidential Attachment 1**.

- June 26, 2026 – Mr. Fulljames and Ms. Ward appealed the DRO’s decision with the NSEB.

NS Power agrees with the DRO’s decision that NS Power has appropriately billed Mr. Fulljames and Ms. Ward.

July 14, 2026
L. Wallace

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.

Mr. Fulljames and Ms. Ward were enrolled in NS Power's seasonal billing program. Under this program, service remains energized year-round, but the meter is read only three times annually. Consumption used between meter reads accumulates and is billed when an actual meter reading is obtained. The September 2025 bill was based on an estimated meter reading. The next bill, issued in May 2026, was based on an actual meter reading of 23,273.66. That reading exceeded the previous estimated reading of 12,463.00 and reflected 10,811 kWh of consumption. Accordingly, there was no overbilling created by the September 2025 estimate that required reconciliation. The customer's invoices have been attached as **Confidential Attachment 5**.

The customer's concern that the meter was defective appears to arise from a misunderstanding of the information displayed on the meter. AMI meters cycle through a number of standard display screens, not all of which are used for billing purposes. For residential customers, consumption is recorded and billed using the cumulative kWh reading displayed on the d1 register. By contrast, the d2 register displays demand information and is not captured or used for billing residential customers.

On June 8, 2026, NS Power's Measurement Canada accredited testing facility confirmed that the customer's meter (#2238679) was operating within prescribed accuracy limits. The test results letter and documentation have been attached as **Confidential Attachment 3** and **Attachment 4**. As noted in the letter, 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 \$55.00. Contact information for 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 \$55.00 fee will be credited to the customer's account.

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

July 14, 2026
L. Wallace

wiring, ground faults, or theft of power). For further guidance on reducing energy consumption, NS Power encourages the customer to contact Efficiency Nova Scotia.

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. Fulljames and Ms. Ward by e-mail.

Yours truly,



Kathleen Murray
Regulatory Counsel

Encl.

c. Mr. Douglas Fulljames and Ms. Karen Ward

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

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

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

Comments Screen Inquiry Mode - -

File Edit Functions Help

Comments Screen Inquiry Mode

Equip Type MTRE Equip ID 2238679

Date 2026/06/24 17 Op Code TEST

METER TESTS OK, MC REQUEST FOR AS FOUND TESTS,

OK Cancel

Electric Meter Test Results - Screen One - MTR01 - * * * NOVA SCOTIA POWER IN...

File Edit Functions Help

Electric Meter Test Results - Screen One

Equip Type	MTRE	Date	2026/06/24 17
Equip ID	2238679	Op Code	TEST
Tester's User ID	AE577		
Standard Code			
As Found kWh	23384.00		
Lot Number			
Damage Code			
Firmware Version			
OTHER			

Next Screen Delete

OK Cancel

Electric Meter Test Results - Screen Two - MTR02 - * * * NOVA SCOTIA POWER IN...

File Edit Functions Help

Electric Meter Test Results - Screen Two

Equip Type	MTRE	Date	2026/06/24 17
Equip ID	2238679	Op Code	TEST
FLSASFKWH	0.04	FLSASFKQH	
FLAASFKWH		FLAASFKQH	
FLCASFKWH		FLCASFKQH	
FLBASFKWH		FLBASFKQH	
LLSASFKWH	.02	LLSASFKQH	
LLAASFKWH		LLAASFKQH	
LLCASFKWH		LLCASFKQH	
LLBASFKWH		LLBASFKQH	
PFSASFKWH	0.00	PFSASFKQH	
PFAASFKWH		PFAASFKQH	
PFCASFKWH		PFCASFKQH	
PFBASFKWH		PFBASFKQH	

Next Screen Delete

OK Cancel

Electric Meter Test Results - Screen Four - - *** NOVA SCOTIA POWER INC. ***

File Edit Functions Help

Electric Meter Test Results - Screen Four

Equip Type	MTRE	Date	2026/06/24 17
Equip ID	2238679	Op Code	TEST

Creep Test Performed	☒	Replaced Base	☐
Dial Check Performed	☒	Replaced Cover	☐
Phase Test Performed	☐	Replaced Register	☐
Short Test Performed	☐	Replaced Idle Pointe	☐
Hand Test Performed	☐	Replaced Battery	☒
Replace Up Bearing	☐	Replaced Thermal elm	☐
Replace Lower Bearin	☐	As Left kWh	23385.00
Replaced Disk	☐		

Delete

OK Cancel

Fulljames DRO Appeal Confidential Attachment 5 has been removed due to confidentiality.