

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

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 your dispute has two dimensions; that first, you dispute your 152 day 27 March 2026 bill for \$4222.15 / 21376 Kwh /140.6 Kwh/day; that second, you dispute an "unauthorized withdrawal" of \$4222.15 on 28 April 2026; that you indicate that your March 2026 bill "reflects daily usage levels that are not physically plausible for my home based on verified efficiency data and historical consumption"; that you completed renovations including a new heat pump in Oct 2025 as well as window and insulation upgrades; that that you indicate that "The only time my daily usage exceeded 140.6 Kwh/day was March 2025 when my geothermal system failed"; that you upgraded your 200 Amp service to 400 Amp service in Oct 2025 (meter #2338023 was replaced with meter # 2517219 at that time and a multiplier of 60 was added to your billing); that N.S.Power indicates that "When meter #2517219 was installed, 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. When the March bill printed, it was for usage between October 23, 2025 (when the meter was replaced) and March 24, 2026 , or 152 days."; that N.S.Power indicates that "The read of the meter #2517219 when it was installed was 238. The read of the meter on March 24th was 594.27 and was obtained via remote read. The difference of 594.27 – 238 = 356.27 x multiplier of 60 = 21,376 kWh's used."; that the "new" meter (#2517219) was tested for accuracy; that test results indicate that meter #2517219 is operating within prescribed accuracy limits; that you suggest "internal manipulation or system malfunction with NSP's account management system";

that you indicate that you disabled Auto-Pay in March 2026 and verified multiple times in April that it was “OFF”; that N.S.Power indicate “The customer edited his Auto Pay on March 31st and requested his recurring payments be cancelled. Since the March bill had already been issued with the Automatic Payment scheduled for April 27th, the recurring payment cancelled on April 28 after the payment had been extracted on April 27.”; that you indicate “If NSP removes funds after a customer turns them off Auto Pay; this is a criminal offence”; and that “Their explanations are unsatisfactory and contradict themselves from previous explanations.”

Board approved Regulations relevant to this matter are 2.2, 5.5, 6.4 and 6.7 – copy attached. Also relevant and attached are the Electricity and Gas Inspection Act Regulations.

Your dispute is in part 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

Meter test results indicate that meter #2517219 is operating within prescribed accuracy limits.

Final Written DRO Decision: In the context of Regulations 2.2 and 5.5, and the Electricity and Gas Inspection Act, 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

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You may not accept the results of the N.S. Power meter test, as I have accepted them, and wish to have the meter tested by Measurement Canada.

Regulation 5.5 of the Regulations that govern N.S. Power's operations, as approved by the Board., stipulates that if a customer disputes the amount of electricity consumed from the meter, the following shall occur:

a) Initiate a check on the meter reading to ensure the original reading was correct and advise the customer.

b) If the customer is not satisfied, the Company shall do an "As found Meter Test" on the meter in the Company's Measurement Canada certified facility to verify the reading is within the allowed tolerances, and advise the customer of the results..

c) If the customer is still not satisfied, the customer may request an independent meter test be performed by Industry Canada (Measurement Canada).

Steps (a) and (b), as well as a review of the matter by the DRO per Regulation 6.4, is hereby complete. Regulation 5.5 (c) indicates you may request the meter be tested by Measurement Canada. The N.S.U.A.R.B. may require you to complete the Measurement Canada test before considering or ruling on your appeal to this decision.

The local office of Measurement Canada can be reached by phone at 902-426- 2525. If you elect to proceed to Measurement Canada, they will upon receipt of your request, formalize a written process of notification to both you and N.S. Power to arrange to retrieve the disputed meter from N.S. Power for an official test. NSPI Regulation 6.7 titled Dispute Test, indicates that upon notice from Measurement Canada, N.S. Power will arrange to ship the disputed meter to Measurement Canada for testing. When testing is complete, a written report on findings will be provided by Measurement Canada to both N.S. Power and you - their Customer. If the meter is found to be accurate, N.S. Power will charge you a fee as outlined in the Board approved Schedule of Charges Section 7.1. The current fee is \$46.00 for a satisfactory meter test result. If the meter is found to be outside the allowable limits, Measurement Canada will provide details as to the level of inaccuracy for required account adjustment. In the latter case, the \$55.00 fee would not be charged.