



July 17, 2026

REDACTED

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

Re: M12936 – DRO Appeal – Paul Meade

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated July 3, 2026, the Board directed as follows:

By copy of this letter, the Board directs Nova Scotia Power Inc. (NS Power, the Company) to file a response with the Board to the enclosed appeal on or before **2:00 PM on Friday, July 17, 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 [Paul Meade].

Mr. Meade is 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. Meade:

- April 28, 2026 – The customer contacted NS Power due to a high bill. NS Power reviewed the customer's meter readings and prior-year billing history and advised that the bill was accurate. The customer also raised concerns regarding a withdrawal after cancelling their automatic payment setup in MyAccount. NS Power confirmed that the automatic payment arrangement had been cancelled. The customer disconnected the call and advised that they would call back. This is referenced on pages 2 to 3 of 4 in **Confidential**

July 17, 2026
L. Wallace

Attachment 2.

- April 30, 2026 – The customer contacted the NSEB to dispute their bill and withdrawal from their bank account. The Board acknowledged receipt of the correspondence and advised Mr. Meade of the Board's customer dispute process, including that customers must first attempt to resolve their concerns with the utility, then seek a determination from the DRO, and may appeal a DRO decision to the Board if dissatisfied. This is referenced on page 1 of 51 in the DRO file attached as **Confidential Attachment 1**.
- April 30, 2026 – The customer contacted the DRO to formally dispute their bill and the withdrawal from their account. This is referenced on page 6 of 51 in the DRO file attached as **Confidential Attachment 1**.
- May 2, 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 pages 9 to 10 of 51 in the DRO file attached as **Confidential Attachment 1**.
- May 5, 2026 – The customer granted consent for NS Power to release their account information to the DRO, and NS Power provided its position to DRO, stating the following:

[...] In October 2025, the customer completed home renovations and upgraded the service to the home from 200amp to 400amp. His meter #2338023 was replaced with meter #2517219 due to the larger 400amp service and a multiplier of 60 was added to his billing.

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.

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.

The customer had Auto Pay active on his account. With MyAccount 'Auto Pay' Recurring payments, the customer is instructing NS Power (via Kubra) to make recurring payments from their bank account, using their MyAccount 'Auto Pay' tab to create the payment plan. The customer maintains complete control. Any changes that have to be made must be done by the customer on their MyAccount 'AutoPay' tab.

July 17, 2026
L. Wallace

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.

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

NS Power attached the account ledger and meter reads for the subject account [REDACTED]. This is referenced on pages 12 to 17 of 51 in the DRO file attached as **Confidential Attachment 1**.

- May 5, 2026 – Mr. Meade wrote to the DRO disputing NS Power's explanation of his billing and automatic payment. Mr. Meade asserted that the March 2026 bill incorrectly captured 152 days of usage and maintained that the resulting consumption of 140.6 kWh/day was implausible given the energy efficiency improvements made to the home.

Mr. Meade also alleged that NS Power improperly processed an automatic payment after he had cancelled the arrangement through MyAccount and requested an investigation into the withdrawal. Mr. Meade requested resolution of the disputed billing and payment issues. This is referenced on pages 18 to 19 of 51 in the DRO file attached as **Confidential Attachment 1**.

- May 5, 2026 – The DRO asked NS Power to provide its position on the points the customer raised. This is referenced on page 20 of 51 in the DRO file attached as **Confidential Attachment 1**.
- May 6, 2026 – Mr. Meade provided further submissions to the DRO. Mr. Meade maintained that the billing period and resulting consumption calculation were inaccurate, questioned the application of the meter multiplier following the 400-amp service upgrade, requested additional technical documentation and meter accuracy verification. Mr. Meade requested that these issues be addressed before the DRO issued a final decision. This is referenced on pages 21 to 24 of 51 in the DRO file attached as **Confidential Attachment 1**.
- May 6, 2026 – The DRO asked NS Power to provide its position on the additional points the customer raised. This is referenced on page 25 of 51 in the DRO file attached as **Confidential Attachment 1**.
- May 6, 2026 – NS Power responded that the Company would follow-up with responses to the customers points and confirmed that their meter would be sent for testing. This is referenced on page 26 of 51 in the DRO file attached as

July 17, 2026
L. Wallace

Confidential Attachment 1.

- May 15, 2026 – NS Power responded to the customers points, stating:

[...] 1. Billing Period Calculation Does Not Align with NSP's Explanation

The customer's previous invoice, prior to the March invoice was for service between Sep 18 to Oct 21, 2025.

The current bill was for service between Oct 23 to Mar 24, 2026, or 152 days.

2. Implausible Daily Usage Compared to Historical and Efficiency Data

Meter #2517219 was installed at the customers premises on October 23, 2025 with a reading of 238.00

The read obtained on March 24, 2026 via remote read from the meter was 594.27

The kWh usage was $594.27(\text{read}) - 238.00(\text{starting read}) = 356.27 \times 60$ multiplier = 21,376 kWh's. This is what the customer was billed for.

3. Request for Meter Accuracy Verification (Including Multiplier)

NS Power has removed Meter #2517219 and sent for accuracy testing in NS Power's accredited (approved by Measurement Canada) testing facility. Once complete, test results will be provided to both the DRO and the Customer. Should the customer wish to further pursue further testing, the customer has the option to request a meter test by Measurement Canada within 6 months. Please note, the current fee is \$55.00 for this additional testing.

NS Power had completed the commissioning when the meter was removed for accuracy testing. Attached are the commissioning report for both meters. The #1 is for meter # 2517219 that has been removed for testing and #2 is for meter # 2556228 that replaced the removed meter.

4. Autopay Timeline and System Behavior Remain Unexplained

The customer edited his Auto Pay on March 31, 2026 to turn off his Auto Pay, but because Auto Pay was already active and in motion for the current bill that produced on March 27, 2026, the Auto Pay would only become turned off after the extraction was completed. This is why on

July 17, 2026
L. Wallace

April 28, 2026 at 6:00am, the customer's recurring payments were stopped as per the customer's request on March 31. There will be no further Auto Payments until the customer activates this again.

This is referenced on pages 27 to 32 of 51 in the DRO file attached as **Confidential Attachment 1**.

- May 15, 2026 – Mr. Meade provided further submissions to the DRO, maintaining that NS Power's explanations concerning the billing period, recorded energy usage, and automatic payment withdrawal were inconsistent and unsatisfactory. Mr. Meade disputed NS Power's calculation of the billing period and the resulting consumption, questioned whether the multiplier associated with the 400-amp service upgrade had been correctly applied, and reiterated his position that the April 27, 2026 automatic withdrawal was unauthorized because he had cancelled the Auto Pay arrangement through MyAccount on March 31, 2026. This is referenced on pages 33 to 34 of 51 in the DRO file attached as **Confidential Attachment 1**.
- June 1, 2026 – Mr. Meade wrote to the DRO advising that he had not received a response to his May 15, 2026 correspondence. Mr. Meade maintained that a recently issued NS Power bill reflected a daily usage of 82.1 kWh/day, which he argued was inconsistent with the 140.6 kWh/day reflected on the disputed March 2026 bill. Mr. Meade requested that the DRO obtain a response from NS Power on these outstanding issues. This is referenced on page 38 of 51 in the DRO file attached as **Confidential Attachment 1**.
- June 1, 2026 – The DRO advised Mr. Meade that his investigation was being held in abeyance pending receipt of the meter test results. This is referenced on page 39 of 51 in the DRO file attached as **Confidential Attachment 1**.
- June 25, 2026 – NS Power provided the meter test results which confirmed that meter #2517219 was found to be operating within prescribed accuracy limits. This is referenced on page 40 of 51 in the DRO file attached as **Confidential Attachment 1**. The meter test results letter and documentation have been attached as **Confidential Attachment 4** and **Attachment 5**.
- June 25, 2026 – The DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

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]

July 17, 2026
L. Wallace

This is referenced on pages 42 to 44 of 51 in the DRO file attached as **Confidential Attachment 1**.

- June 26, 2026 – Mr. Meade responded to the DRO’s decision, maintaining that outstanding concerns regarding his billing and meter configuration had not been adequately addressed. Mr. Meade requested independent meter testing by Measurement Canada, sought additional technical information and documentation relating to the meter installation and multiplier, and asked for responses. This is referenced on pages 45 to 47 of 51 in the DRO file attached as **Confidential Attachment 1**.
- June 26, 2026 – The DRO advised Mr. Meade that, if he was dissatisfied with the decision, he could appeal the matter to the NSEB. The DRO also advised Mr. Meade that he could pursue independent accuracy testing of meter #2517219 through Measurement Canada in accordance with the process outlined in the decision. This is referenced on page 45 of 51 in the DRO file attached as **Confidential Attachment 1**.
- July 2, 2026 – Mr. Meade appealed the DRO’s decision with the NSEB.

NS Power agrees with the DRO’s decision that NS Power has appropriately billed Mr. Meade.

Billing Concerns

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 differences 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.

On October 21, 2025, Mr. Meade’s existing meter (#2338023) was removed as part of an upgrade to a 400-amp service. A new meter (#2517219) was installed on October 23, 2025. Due to an administrative error, meter #2517219 was not properly established in NS Power’s Customer Information System (CIS) when it was installed. As a result, no consumption recorded by meter #2517219 was billed until an actual meter reading was obtained on March 24, 2026. Consequently, the March 2026 bill reflected consumption for the period from October 23, 2025 to March 24, 2026, a total of 152 days.

July 17, 2026
L. Wallace

Mr. Meade has questioned whether there was overlap between the November 2025 bill and the March 2026 bill. There was not. The November 2025 bill was the final bill associated with meter #2338023 and covered the period from September 18, 2025 to October 21, 2025. Although that bill was issued in November, it reflected consumption only up to October 21, 2025. The March 2026 bill reflected consumption recorded on the replacement meter (#2517219) beginning October 23, 2025. Accordingly, the November 2025 bill covered September 18, 2025 to October 21, 2025, while the March 2026 bill covered October 23, 2025 to March 24, 2026. There is no overlap between the two billing periods.

NS Power sincerely apologizes for the administrative error that resulted in the customer not being billed for consumption on the new meter until March 2026. In recognition of the confusion and inconvenience this may have caused, NS Power will apply a goodwill credit of \$100 to the customer's account.

Mr. Meade has also raised concerns regarding his September 2025 bill. NS Power confirms that the September 2025 bill was a reconciliation bill based on actual consumption between the previous actual meter reading recorded on March 24, 2025 and the subsequent actual meter reading obtained on September 18, 2025. As part of that reconciliation, the estimated energy charges previously billed on the May 2025 and July 2025 invoices were credited in full and replaced with charges based on actual consumption. The total credit applied on the September 2025 invoice for the previously estimated energy charges was \$1,715.06, consisting of \$890.10 from the May 2025 invoice and \$824.96 from the July 2025 invoice. Mr. Meade's invoices have been attached as **Confidential Attachment 3** for reference.

Automatic Payment Arrangement

Mr. Meade has also raised concerns regarding an automatic payment withdrawn from his account after he disabled Auto Pay through MyAccount.

The customer's account was enrolled in MyAccount Auto Pay, a self-service feature that is managed entirely by the customer through the MyAccount portal. Customers retain exclusive control over their MyAccount Auto Pay settings, and NS Power does not modify those settings on a customer's behalf.

On March 31, 2026, Mr. Meade disabled Auto Pay through MyAccount. This action successfully cancelled the recurring Auto Pay arrangement for future bills. However, the March 27, 2026 bill had already been issued, and the associated payment had already been scheduled for processing. As a result, disabling Auto Pay on March 31 prevented future recurring payments but did not automatically cancel the payment that had already been established for the March 27 bill.

July 17, 2026
L. Wallace

The recurring Auto Pay arrangement and individual scheduled payments are managed through separate functions within MyAccount. While Mr. Meade successfully cancelled future recurring Auto Pay withdrawals, the payment already scheduled in relation to the March 27 bill remained active. Customers may cancel a scheduled payment through the Payments section of MyAccount up to one day before the scheduled withdrawal date. That payment was not cancelled and therefore proceeded as scheduled.

Auto Pay has remained disabled on the account since March 31, 2026, and no further recurring payments will be processed unless reactivated by the customer. NS Power apologizes for any confusion arising from the distinction between cancelling a recurring Auto Pay arrangement and cancelling a payment that had already been scheduled. As a gesture of goodwill, NS Power is prepared to reimburse any NSF fees incurred as a result of the withdrawal.

Meter Multiplier and Accuracy

Mr. Meade has questioned the application of a multiplier of 60 to his meter readings following the upgrade to a 400-amp service. Standard residential meters are not capable of directly measuring the full current associated with a 400-amp service. Accordingly, current transformers (CTs) are installed to reduce the current flowing to the meter by a known ratio. In this case, the CT ratio is 300:5, meaning that when 300 amps flow through the service, the meter measures 5 amps. The corresponding multiplier is therefore 60 ($300 \div 5 = 60$).

The meter records consumption based on the reduced current supplied through the CTs. Applying the multiplier converts the meter reading back to the actual energy consumed at the premises. The multiplier of 60 is therefore a necessary component of the metering configuration associated with the customer's 400-amp service and is required to accurately calculate and bill the customer's consumption.

On June 25, 2026, NS Power's Measurement Canada accredited testing facility confirmed that the customer's meter (#2517219) was operating within prescribed accuracy limits. The test results letter and documentation have been attached as **Confidential Attachment 4** and **Attachment 5**. 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

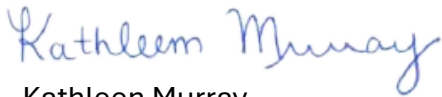
July 17, 2026
L. Wallace

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

Finally, NS Power is willing to work with Mr. Meade to establish a reasonable payment arrangement in respect of the outstanding balance. Should Mr. Meade wish to discuss this option, NS Power would be pleased to have a representative contact him directly.

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. Meade by e-mail.

Yours truly,



Kathleen Murray
Regulatory Counsel

Encl.

c. Mr. Paul Meade

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

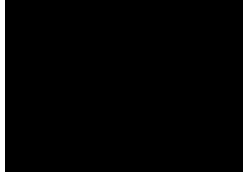
REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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



PO Box 910 • Halifax, Nova Scotia • Canada • B3J 2W5

June 25, 2026



Dear Paul Meade,

Re: Account No. [REDACTED]
Meter No. 2517219

We are writing to confirm the results of the recently requested meter test. This test was conducted following your inquiry regarding electrical usage at your premises. As per our meter test process, Nova Scotia Power tested your meter (noted above) in our accredited (approved by Measurement Canada) testing facility.

The results have found that this meter operates within prescribed accuracy limits.

Should you wish to further pursue this matter, you have the option to request a meter test by Measurement Canada within 6 months of the date of this letter. Please note, the current fee is \$55.00 for this additional testing. You can request a meter test by Measurement Canada online at [File a measurement-related complaint](#).

Upon receipt of your request, they will formalize a written process of notification to both you and Nova Scotia Power, to obtain this meter for an official test. If the meter is found to be outside the allowable limits, Measurement Canada will provide details as to the level of inaccuracy for an account adjustment. Should this occur, the \$55.00 fee would be credited to your NS Power account (noted above).

Should you wish to discuss this matter further, please do not hesitate to contact one of our Customer Care Associates by calling 1-800-428-6230. Our representatives can also suggest tips to help reduce your energy usage or offer programs such as our Equal Billing program that make it easier to budget for your electricity bill throughout the year through equal monthly payments.

Have a safe day,
Teri

▪

Comments Screen Inquiry Mode - -

File Edit Functions Help

Comments Screen Inquiry Mode

Equip Type MTRE Equip ID 2517219

Date 2026/06/08 17 Op Code TEST

TESTED OK

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	2026/06/08 17
Equip ID	2517219	Op Code	TEST
Tester's User ID	AH549		
Standard Code	813		
As Found kWh	659.00		
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	2026/06/08 17
Equip ID	2517219	Op Code	TEST
FLSASFKWH	0.01	FLSASFKQH	
FLAASFKWH		FLAASFKQH	
FLCASFKWH		FLCASFKQH	
FLBASFKWH		FLBASFKQH	
LLSASFKWH	0.03	LLSASFKQH	
LLAASFKWH		LLAASFKQH	
LLCASFKWH		LLCASFKQH	
LLBASFKWH		LLBASFKQH	
PFSASFKWH	0.02	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	2026/06/08 17
Equip ID	2517219	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	660.00
Replaced Disk	☐		

Delete

OK Cancel