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Cc: Customer Relations <customerrelations@nspower.ca>

Subject: DRO Final Written Decision re Anne-Louise
Dauphinee consumption dispute

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Anne-Louise Dauphinee

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] [REDACTED] that you indicate (attached Meter Assignment...pdf) that you are "requesting a review of the electricity usage at my property, as the recorded consumption does not align with actual"; that the home was built in 2022 and is less than 1000 sq ft; that you heat with propane; that you indicate "we conducted a controlled test by turning off power using our breaker for 3 hours. During that period, our meter continued to record usage, while the adjacent meter ([REDACTED] [REDACTED] showed no increase"; that N.S.Power indicate "In 2021, NS Power completed an investigation of switched meter for [REDACTED] [REDACTED]. The investigation in 2021 found the meters were switched. The premises were updated with then correct meters at that time. It was confirmed that the meter serving [REDACTED] St. was meter #2157373; that meter #2157373 served your premise for billing purposes over the dispute period; that your Sept and Nov 2025 and Jan 2026 bills were based on estimated

meter readings; that your March 2026 bill is based on an actual meter reading; that once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled (see more detailed explanation below); that I Instructed N.S.Power to test your serving meter for accuracy; and test results indicate that meter #2157373 is operating within prescribed accuracy limits,

Board approved Regulations relevant to this matter are 5.1, .5, 6.4 and 6.7 – copy attached. Also relevant and attached are the Electricity and Gas Inspection Act Regulations.

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.

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

Once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled.

Meter test results indicate that meter #2157373 is operating within prescribed accuracy limits,

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

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