

July 30, 2026

Redacted

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

Re: M12938 – DRO Appeal – Anne-Louise Dauphinee – Update

Dear Ms. Wallace:

I am writing with respect to the meter validation testing which was done for Anne-Louise Dauphinee at [REDACTED] and the other side of the duplex at [REDACTED]

NS Power attended the premises and met with Ms. Dauphinee and her next-door neighbour on Friday, July 24, 2026 to conduct the meter validation.

The meter validation confirmed that the meters are correctly associated with each side of the duplex; however, the meter numbers recorded in NS Power's Customer Information System (CIS) had been inadvertently reversed on the respective customer accounts. As a result, Ms. Dauphinee and her neighbour were being billed for each other's electricity consumption. NS Power sincerely apologizes to both customers for this error and for the inconvenience it has caused.

NS Power is making the necessary adjustments to rectify this situation.

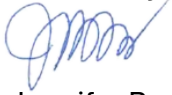
It appears that the billing for Ms. Dauphinee and her neighbour has been reversed since 2022. NS Power has initiated a broader investigation to review the billing history for the past five years for these customers. It is too early to determine how this matter will be resolved; however, NS Power will ensure that neither customer is prejudiced as a result of this error.

As this effectively disposes of the DRO appeal, NS Power proposes not to file the standard DRO reply and instead keep the Board, Ms. Dauphinee, and her neighbour apprised of the investigation and its outcomes.

July 30, 2026
L. Wallace

If the Board is agreeable to this approach, NS Power proposes to provide a further update upon the earlier of the completion of the investigation and identification of a proposed resolution, or August 14, 2026, being two weeks from July 31, 2026.

Yours truly,

A handwritten signature in blue ink, appearing to read 'J Ross', is positioned above the printed name.

Jennifer Ross
Director, Regulatory Planning & Compliance

c: Anne-Louise Dauphinee