



August 7, 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:

Further to NS Power's letter dated July 30, 2026, NS Power has completed its investigation into the accounts for [REDACTED] and [REDACTED] and has resolved the billing issues.

NS Power determined that Ms. Dauphinee had been billed for the electricity consumption at [REDACTED] since 2022 and that this consumption was significantly higher than the actual consumption at [REDACTED].

Accordingly, NS Power has applied a total credit of \$10,897.39 to Ms. Dauphinee's account, consisting of the following:

Usage Adjustment (54,162.00 kWh)	\$9,418.40 CR
GST / HST Adjustment	\$1,379.50 CR
Provincial Rebate Adjustment	\$934.75
Late Charge Adjustment	\$34.24 CR
Customer Goodwill	\$1,000.00 CR
Total	\$10,897.39 CR

This credit was posted to the account on August 6, 2026 and is reflected on the bill issued on that date.

NS Power will not seek to retroactively recover the higher electricity costs associated with the actual consumption at [REDACTED]. The customer at that location has been advised that future electricity charges may be higher than those incurred in recent years if consumption patterns remain unchanged, including the use of space

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heaters.

The meter numbers and account information have been corrected in NS Power's Customer Information System (CIS), and a manager within the Customer Care Centre has communicated with both customers regarding the outcome of the investigation.

NS Power believes that this matter has been resolved to the parties' satisfaction and respectfully submits that this file may be closed. Additionally, NS Power is grateful to Ms. Dauphinee for having noticed this discrepancy and apologizes that the issue was not identified and resolved sooner.

Yours truly,



Jennifer Ross
Director, Regulatory Planning & Compliance

c: Anne-Louise Dauphinee