



July 20, 2026

REDACTED

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

Re: M12942 – DRO Appeal – Kevin Lepage

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated July 6, 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 Monday, July 20, 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 [Kevin Lepage].

Mr. Lepage is appealing a decision by the Dispute Resolution Officer (DRO) dated June 23, 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 23, 2026, DRO decision being appealed by Mr. Lepage:

- June 22, 2026 – The customer contacted NS Power regarding high bills. NS Power reviewed the customer's billing history and usage, explained the estimates, and advised the customer of available payment options. This is referenced on page 2 of 2 in **Confidential Attachment 2**.

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- June 22, 2026 – Mr. Lepage contacted the DRO to formally dispute the billing on their account for the period of April 2025 to present. The customer asserted that bills issued during that period reflected significantly higher consumption than historical usage, disputed the outstanding account balance, and requested an audit of billing and meter reading records as well as a recalculation of bills based on actual consumption data where available. This is referenced on pages 1 to 9 of 23 in the DRO file attached as **Confidential Attachment 1**.
- June 23, 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 13 to 14 of 23 in the DRO file attached as **Confidential Attachment 1**.
- June 23, 2026 – The customer granted consent to release their account information to the DRO, and NS Power provided its position, stating as follows:

[...] Meter connections to our billing system have been restored and customer billing has returned to normal. Once the meter is read, either remotely or in-person, the bill is reconciled automatically to reflect actual usage.

NS Power confirms that the customer's meter reads for June, August and December 2025 were estimated. Our customers will never pay for power they do not use. Any differences between estimated and actual usage will be addressed and accurately reflected in a future bill. The October 2025 and the February 2026 meter reads were true reads, and the bills were the reconciliation bills. Meter reads since February 2026 have been true reads obtained via remote readings from the AMI meter.

We are not applying late charges or penalties on any outstanding balances, and we will communicate with customers before reintroducing any late fees on unpaid amounts.

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]). The Company also advised that the customer could contact Customer Care to discuss a payment plan such as Equal Billing. This is referenced on pages 10 to 12 and 16 to 18 of 23 in the DRO file attached as **Confidential Attachment 1**.

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- June 23, 2026 – The DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

In the context of Board Approved Regulation 5.1, N.S. Power has appropriately billed the Customer for service to [REDACTED]
(Account [REDACTED])

This is referenced on pages 20 to 21 of 23 in the DRO file attached as **Confidential Attachment 1**.

- June 24, 2026 – The customer responded to the DRO, maintaining that the usage reflected on the account was incorrect. This is referenced on page 22 of 23 in the DRO file attached as **Confidential Attachment 1**.
- June 24, 2026 – The DRO advised Mr. Lepage that, if dissatisfied with the outcome, he could appeal the decision to the NSEB. The DRO further directed NS Power to test meter #2047502 for accuracy and report the test results to the customer. The DRO also suggested that the customer discuss on-premises energy consumption with Efficiency Nova Scotia. This is referenced on page 23 of 23 in the DRO file attached as **Confidential Attachment 1**.
- July 3, 2026 – Mr. Lepage appealed the DRO's decision with the NSEB.

NS Power agrees with the DRO's decision that NS Power has billed the customer appropriately.

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.

Mr. Lepage's June 2025 and August 2025 bills were based on estimated consumption. On October 10, 2025, NS Power obtained an actual meter reading of 124,745.00 at the property. The previous actual meter reading had been taken on April 9, 2025, at 114,260.60, confirming total consumption of 10,484 kWh over the 184-day period. To reconcile the estimated billing, NS Power credited the customer's account for the full energy and base charges associated with the June and August 2025 estimated bills. The customer's invoices are attached as **Confidential Attachment 3**.

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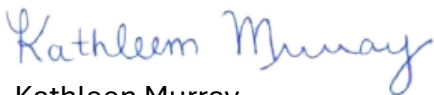
Similarly, Mr. Lepage's December 2025 bill was based on estimated consumption of 4,000 kWh. The subsequent bill, issued in February 2026, was based on an actual meter reading of 137,196.00. This reading exceeded the previous estimated reading of 128,745 and reflected consumption of 8,451 kWh during the period. Accordingly, the December 2025 estimate did not result in any overbilling that required reconciliation on the February 2026 bill.

On July 16, 2026, NS Power's Measurement Canada accredited testing facility confirmed that the customer's meter (#2047502) 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 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.

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. Lepage by e-mail.

Yours truly,



Kathleen Murray
Regulatory Counsel

Encl.

c. Mr. Kevin Lepage

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

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

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



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

July 16, 2026

Kevin Scott Lepage

[REDACTED]

Dear Kevin:

Re: NS Power Account No. [REDACTED]
Meter No. 2047502

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,
Derek.

Comments Screen Inquiry Mode - -

File Edit Functions Help

Comments Screen Inquiry Mode |

Equip Type	MTRE	Equip ID	2047502
Date	2026/07/10	Op Code	TEST

METER PASSED

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	2026/07/10 17
Equip ID	2047502	Op Code	TEST
Tester's User ID	AE577		
Standard Code			
As Found k/w/h	151753.00		
Lot Number			
Damage Code			
Firmware Version			
OTHER			

Next Screen Delete

OK Cancel

Electric Meter Test Results - Screen Two - MTR02 - *** NOVA SCOTIA POWER IN...

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Electric Meter Test Results - Screen Two

Equip Type	MTRE	Date	2026/07/10 17
Equip ID	2047502	Op Code	TEST
FLSASFKWH	0.01	FLSASFKQH	
FLAASFKWH		FLAASFKQH	
FLCASFKWH		FLCASFKQH	
FLBASFKWH		FLBASFKQH	
LLSASFKWH	0.09	LLSASFKQH	
LLAASFKWH		LLAASFKQH	
LLCASFKWH		LLCASFKQH	
LLBASFKWH		LLBASFKQH	
PFSASFKWH	0.06	PFSASFKQH	
PFAASFKWH		PFAASFKQH	
PFCASFKWH		PFCASFKQH	
PFBASFKWH		PFBASFKQH	

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OK Cancel

Electric Meter Test Results - Screen Three - - *** NOVA SCOTIA POWER INC. *... □ ×

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Electric Meter Test Results - Screen Three

Equip Type	MTRE	Date	2026/07/10 17
Equip ID	2047502	Op Code	TEST

FLSASLKWH		FLSASLKQH		FLAASLKWH	
FLAASLKQH		FLCASLKWH		FLCASLKQH	
FLBASLKWH		FLBASLKQH		LLSASLKWH	
LLSASLKQH		LLAASLKWH		LLAASLKQH	
LLCASLKWH		LLCASLKQH		LLBASLKWH	
LLBASLKQH		PFSASLKWH		PFSASLKQH	
PFAASLKWH		PFAASLKQH		PFCASLKWH	
PFCASLKQH		PFBASLKWH		PFBASLKQH	
PULASLKWH		PULASLKVA		PULASLKQH	
REGRATIO		CRCHECK		LOSSCOMP	

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OK Cancel

Electric Meter Test Results - Screen Four - - *** NOVA SCOTIA POWER INC. ***

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Electric Meter Test Results - Screen Four

Equip Type	MTRE	Date	2026/07/10 17
Equip ID	2047502	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	151754.00
Replaced Disk	☐		

Delete

OK Cancel