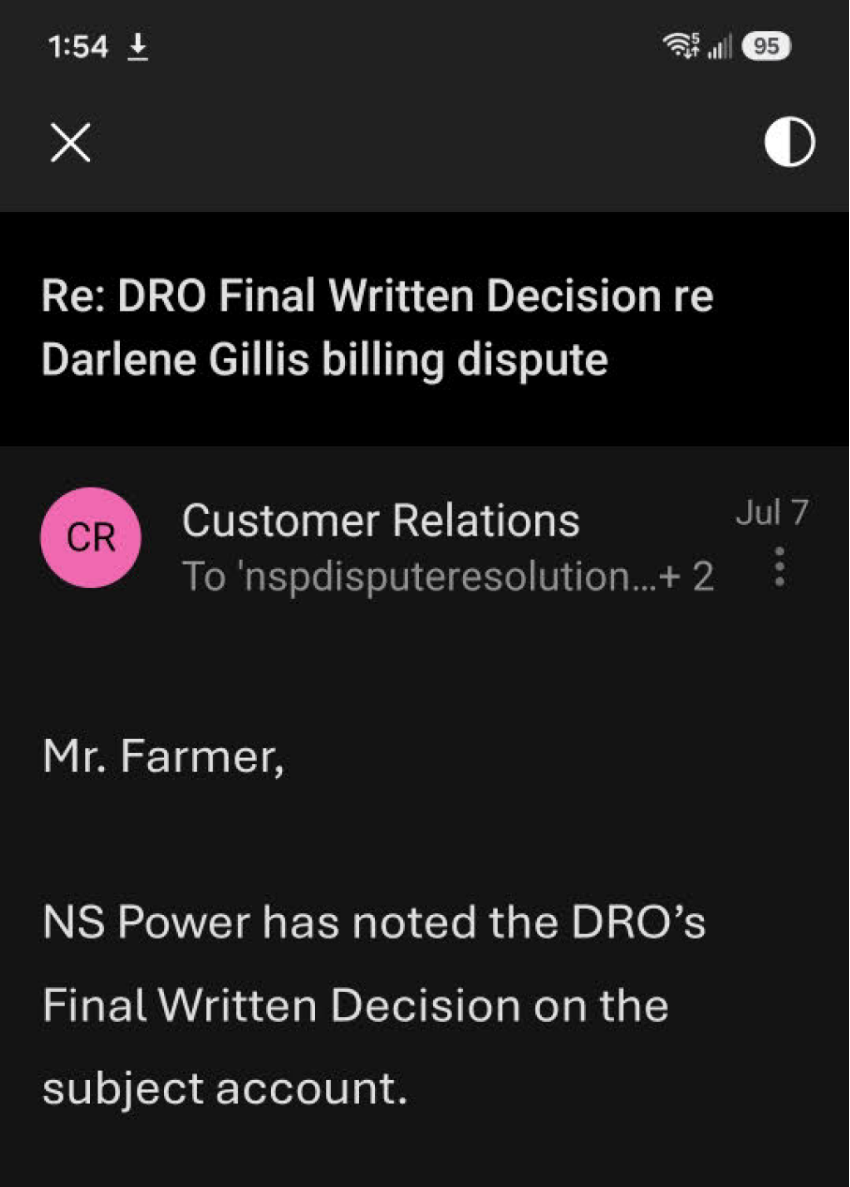
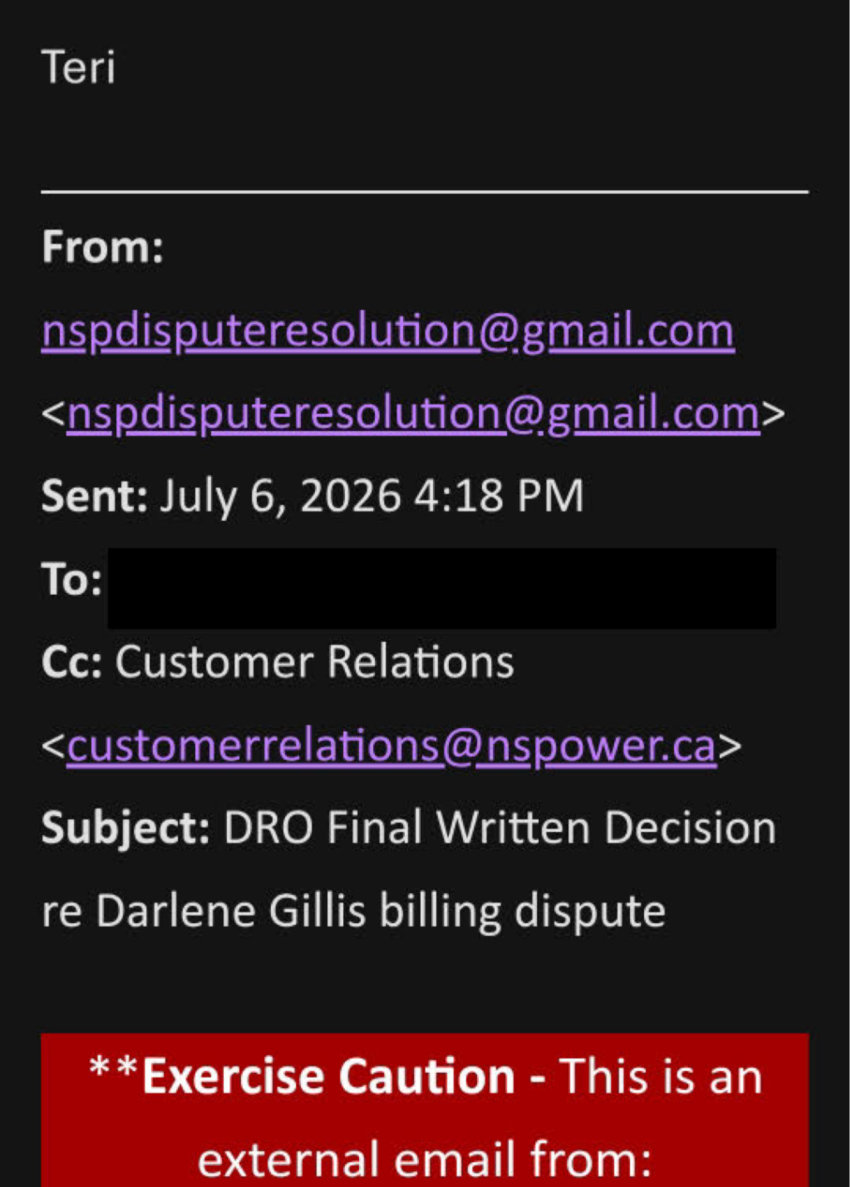


Re: DRO Final Written Decision re Darlene Gillis billing dispute

CR Customer Relations
To 'nspdisputeresolution...+ 2
Jul 7

Mr. Farmer,

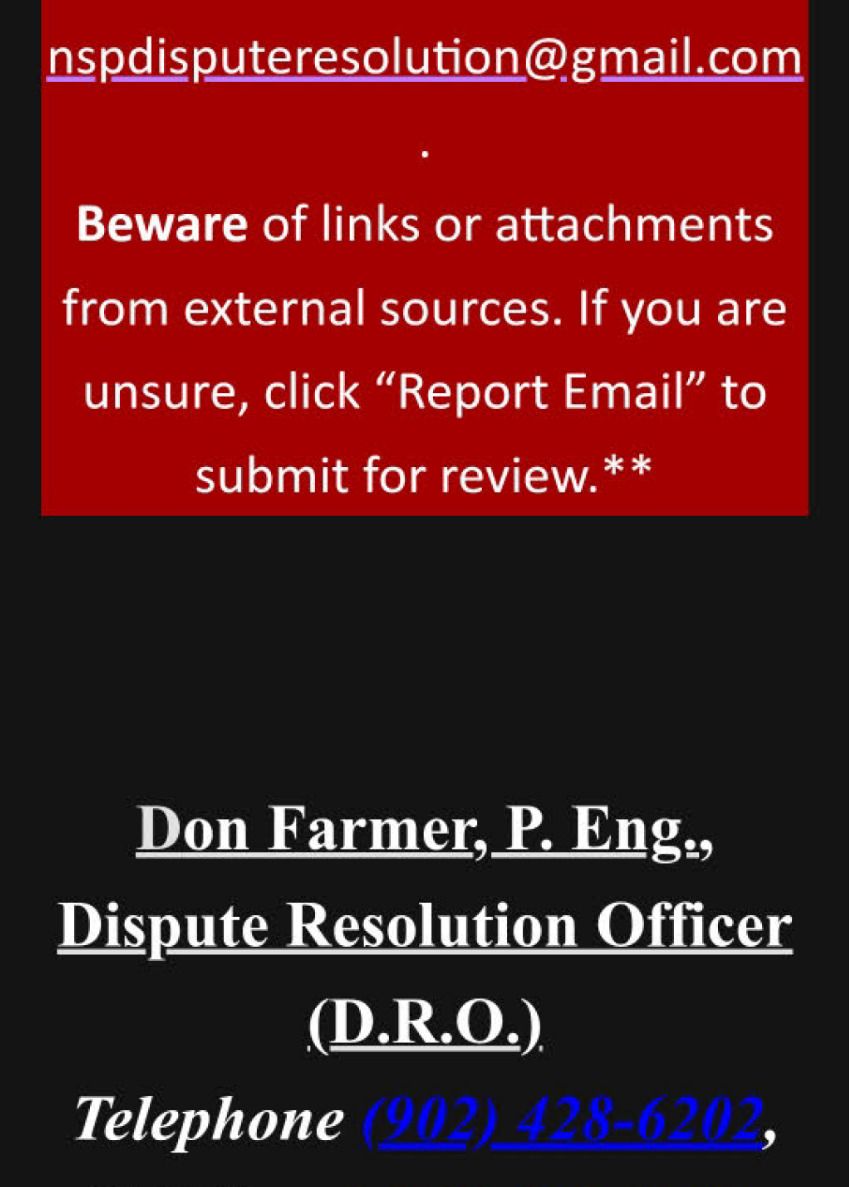
NS Power has noted the DRO’s Final Written Decision on the subject account.



Teri

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Sent: July 6, 2026 4:18 PM
To: [redacted]
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: DRO Final Written Decision re Darlene Gillis billing dispute

****Exercise Caution -** This is an external email from:



nspdisputeresolution@gmail.com

.

Beware of links or attachments from external sources. If you are unsure, click “Report Email” to submit for review.**

Don Farmer, P. Eng.,

Dispute Resolution Officer

(D.R.O.)

***Telephone* (902) 428-6202,**

Toll-free 1-877-428-6202,

Fax (902) 835-7744

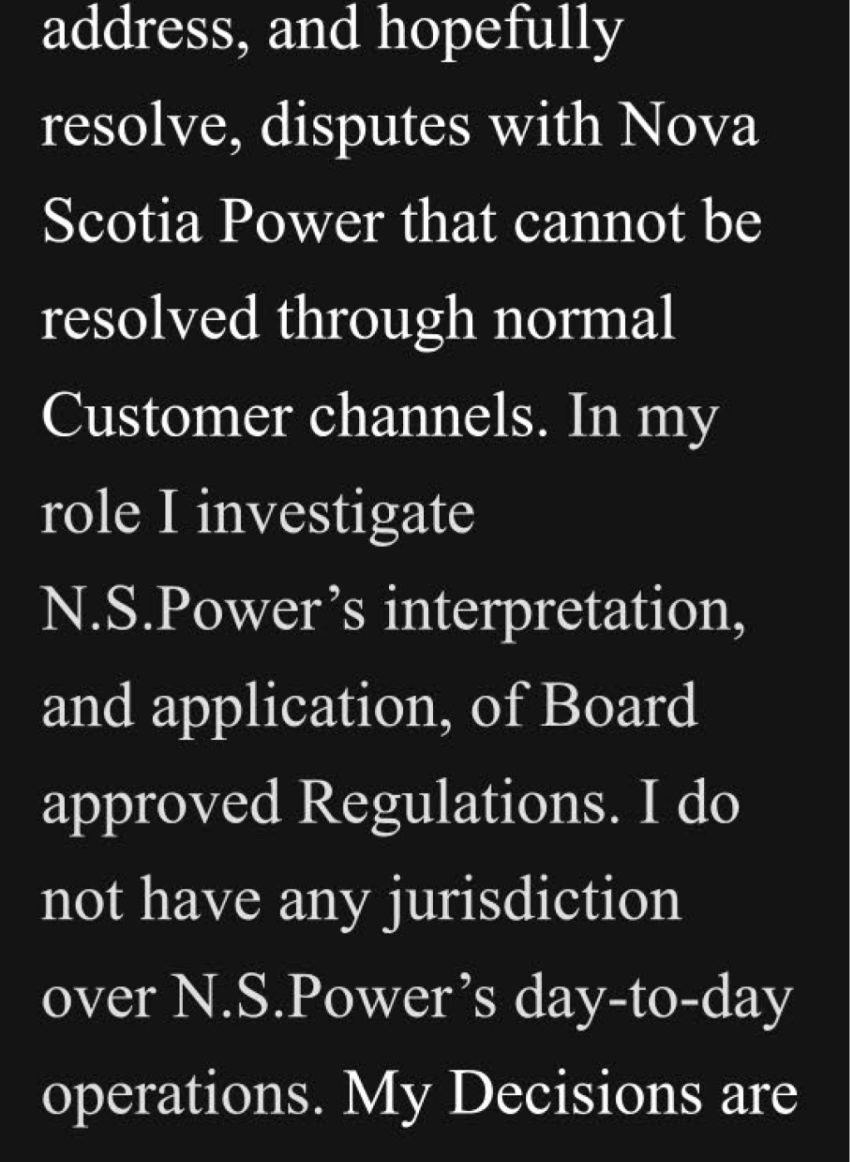
nspdisputeresolution@gmail.com

Darlene Gillis

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 had service from N.S.Power at [redacted] that you were the only occupant at the premise until you sold it in April 2026; that you dispute a bill for "over $3000" (29 April - $3018.04 – ledger attached); that you indicate "The last time I received a bill from Nova Scotia Power was in January 2026 for April 2025 to December 2025 but that you have "received several phone calls"; that your washer, dryer and water heater were ”brand new”; that your June , Aug, Oct, and Dec 2025 meter readings were estimated; that no reading was obtained or estimated in Feb 26; that your April 2026 bill was 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); and that your April 2025 to April 2026 consumption and total billing is therefor accurate.

Board approved Regulations relevant to this matter are 5.1 and 6.4 – copy attached.

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.

Once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled. Your estimated usage/meter readings over the April 2025 to April 2026 periods appears to have been lower than actual usage.

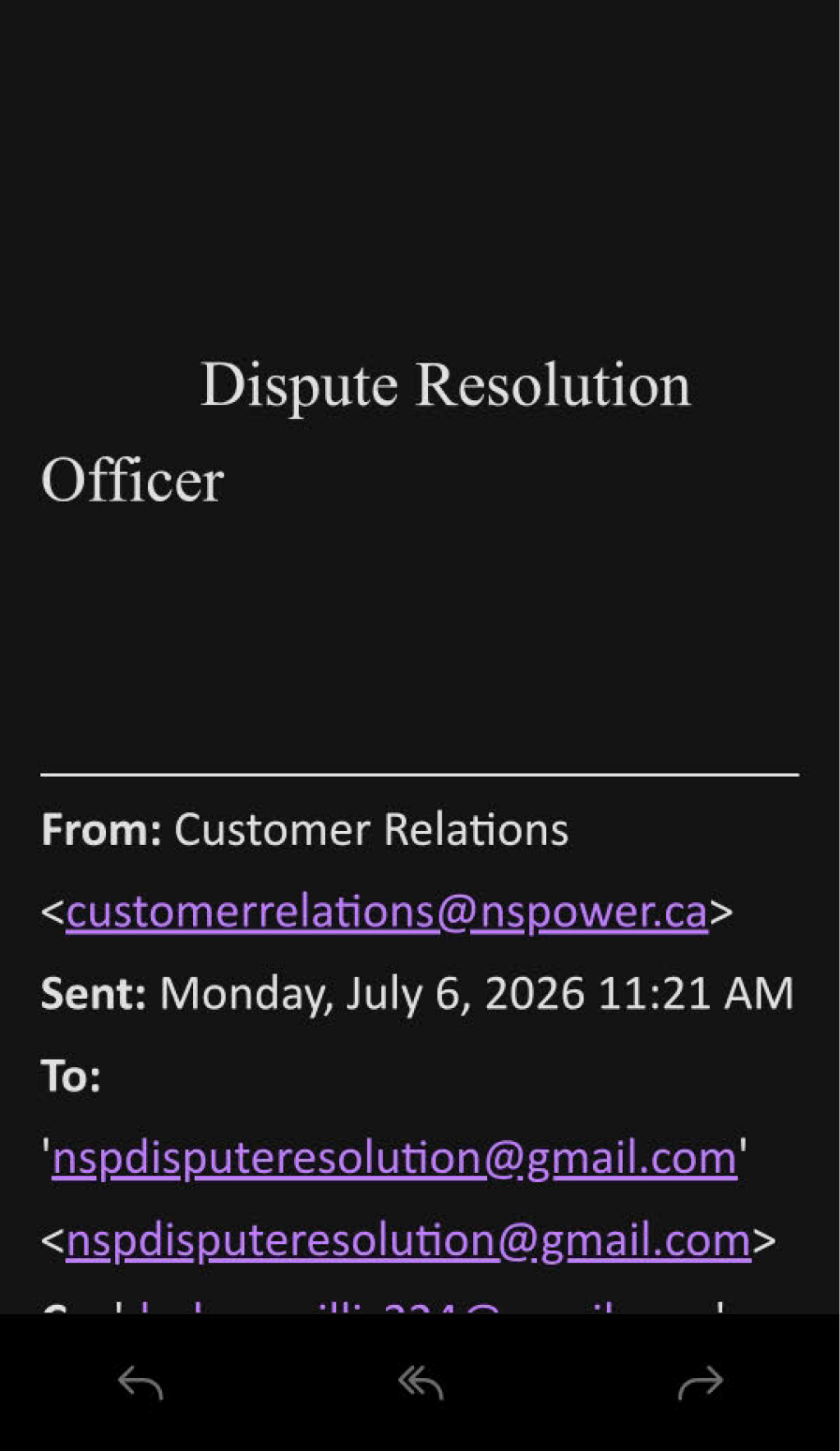
Final Written DRO Decision: In the context of Board approved Regulation 5.1, N.S.Power has appropriately billed the Customer for service to [redacted] (Account

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

From: Customer Relations
<customerrelations@nspower.ca>
Sent: Monday, July 6, 2026 11:21 AM
To:
'nspdisputeresolution@gmail.com'
<nspdisputeresolution@gmail.com>