



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: M12971 – DRO Appeal – Darlene Gillis

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated July 16, 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 Thursday, July 30, 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 [Darlene Gillis].

Ms. Gillis is appealing a decision by the Dispute Resolution Officer (DRO) dated July 6, 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 July 6, 2026 DRO decision being appealed by Darlene Gillis:

- April 29, 2026 – NS Power identified a high bill on the account and reviewed the bill. During the review, the representative verified the meter read and confirmed that the bill was a reconciliation bill reflecting 123 days of consumption. This is referenced on page 7 of 7 in **Confidential Attachment 2**.
- June 17, 2026 – Ms. Gillis contacted NS Power regarding her closing balance of \$3,017.95, which she believed was unusually high and incorrect. NS Power

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advised that her most recent closing bill was a catch-up bill reflecting nearly twelve months of actual consumption. NS Power explained that the meter had last been read on April 16, 2025, that bills issued thereafter were based on estimated consumption, and that an actual meter reading was obtained on April 24, 2026. Ms. Gillis continued to dispute the balance, and the call was transferred. This is referenced on pages 5 to 6 of 7 in **Confidential Attachment 2**.

- June 17, 2026 – NS Power reviewed meter reading information with Ms. Gillis, including a photograph taken by a technician on April 21, 2026 showing a meter reading of 85,804, which was consistent with the meter reading of 85,959 obtained on April 24, 2026. NS Power advised that the bill reflected both a catch-up bill and approximately four months of consumption from December 2025 to April 2026. Ms. Gillis indicated that she intended to dispute the charges and requested a further review of the account. The representative forwarded the matter for additional review. This is referenced on pages 3 to 4 of 7 in **Confidential Attachment 2**.
- June 24, 2026 – Ms. Gillis contacted the DRO regarding her high bill. The DRO advised her to first work with NS Power Customer Care to attempt to resolve the matter and, if a mutually satisfactory resolution could not be reached, to file a dispute with the DRO. This is referenced on pages 4 to 6 of 14 in the DRO file attached as **Confidential Attachment 1**.
- July 3, 2026 – Ms. Gillis responded to the DRO advising that she had spoken to NS Power and would like to formally dispute her bill. Ms. Gillis advised that she had received a closing bill of more than \$3,000, which she believed was inconsistent with her historical electricity consumption. Ms. Gillis requested that the bill be reviewed and adjusted and indicated that she was willing to pay the portion of the bill that she believed reflected her normal historical usage. This is referenced on page 1 of 14 in the DRO file attached as **Confidential Attachment 1**.
- July 3, 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 2 to 3 of 14 in the DRO file attached as **Confidential Attachment 1**.
- July 6, 2026 – NS Power confirmed Ms. Gillis had provided her consent to release her account information to the DRO and provided its position, stating the following:

[...] Meter connections to our billing system have been restored and customer billing has returned to normal. Once the meter is

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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, October, and December 2025 were all 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 April 2026 meter read was a true read and the bill was the reconciliation bill. Ms. Gillis' meter read was not obtained for the February billing and the April bill was for service between December 22, 2025 and April 24, 2026. NS Power apologizes for any inconvenience this may have caused.

It is NS Power's position that the customer has been billed appropriately. We are here to help. If the customer requires a payment plan on the balance, our Customer Care team is available at 1-800-428-6230. They can offer flexible, interest free payment plans.

NS Power attached the account ledger and meter reads for the subject account (# [REDACTED]). This is referenced on pages 7 to 11 of 14 in the DRO file attached as **Confidential Attachment 1**.

- July 6, 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] ([REDACTED]).

This is referenced on pages 13 to 14 of 14 in the DRO file attached as **Confidential Attachment 1**.

- July 14, 2026 – Ms. Gillis appealed the DRO's decision with the NSEB.

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

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 discrepancies between estimated and actual usage were reconciled

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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.

Ms. Gillis' June 2025, August 2025, October 2025, and December 2025 bills were based on estimated consumption. Ms. Gillis was scheduled to receive her next bill in February 2026 based on an actual meter reading. However, that bill was flagged as a high bill and referred for review before issuance. During the manual review process, an administrative error occurred which resulted in the February 2026 bill not being issued. Consequently, Ms. Gillis did not receive another bill until April 2026. NS Power sincerely apologizes for this error.

On April 24, 2026, NS Power obtained an actual meter reading of 85,959.00 at the property. That reading exceeded the previous estimated reading of 70,610.00 and confirmed that the customer had consumed more electricity than had been captured by the earlier estimates. Accordingly, there was no overbilling resulting from those estimates that required reconciliation. The customer's invoices are attached as **Confidential Attachment 3**.

Because Ms. Gillis' June 2025, August 2025, October 2025, and December 2025 bills were based on estimated consumption, those bills did not necessarily reflect her actual electricity usage during the relevant billing periods. When an actual meter reading was obtained in April 2026, the customer's account was automatically reconciled based on the cumulative meter reading. As a result, the higher consumption reflected on the April 2026 closing bill likely included electricity that had been consumed in prior periods but had not been fully captured by the earlier estimates.

The Company sincerely apologizes for any confusion or inconvenience arising from the estimated billing and subsequent reconciliation process. NS Power remains willing to work with Ms. Gillis to establish a reasonable payment arrangement for the outstanding balance. Should Ms. Gillis wish to explore this option, NS Power would be pleased to arrange for a representative to contact her directly.

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

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correspondence to Ms. Gillis by e-mail.

Yours truly,



Kathleen Murray
Regulatory Counsel

Encl.

c. Ms. Darlene Gillis

**Darlene Gillis DRO Appeal Confidential Attachments 1-3
have been removed due to confidentiality.**