



September 8, 2026

REDACTED

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

Re: M12972 – Customer Complaint – David Nickerson

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated August 5, 2026, the Board directed as follows:

By copy of this letter, the Board requests Nova Scotia Power Inc. (NS Power, the Company) to file a response with the Board to the enclosed complaint on or before **2:00 PM on Wednesday, August 19, 2026**, and provide any supporting information and comments NS Power wishes the Board to consider. NS Power must also provide a copy of their response to [Mr. David Nickerson].

Following correspondence between Mr. Nickerson and the Board regarding the confidentiality of the dispute record, the Board established **Tuesday, September 8, 2026**, as the new deadline for NS Power to file its response.

Mr. Nickerson alleges that NS Power owes him a billing credit of \$635.22 and that NS Power did not adequately address his concerns after he requested a secure method for transmitting personal account information. The relevant customer account notes and communications from NS Power's CIS are attached as **Confidential Attachment 1**.

Please accept the following summary of activities and communications pertaining to the complaint:

- May 26, 2026 – NS Power received two emails from [REDACTED] in which Mr. Nickerson requested to provide supporting information through a password-protected ZIP file. An NS Power representative responded advising that NS Power does not accept ZIP files and suggested alternative

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communication channels, including Facebook, X, and Instagram, providing links to those platforms. This is referenced on page 1 of 3 in **Confidential Attachment 1**.

- June 9, 2026 – Mr. Nickerson contacted the Dispute Resolution Officer (DRO) alleging that he was owed a billing credit of \$635.22 and requesting a secure method for the transmission of personal information.

The DRO requested NS Power's position and advised that customer consent would be required for the release of account information. This is referenced on pages 7 to of 13 in the DRO emails attached as **Confidential Attachment 2**.

- June 9, 2026 – NS Power advised that it was unable to identify the subject account without the customer's account number or civic address. NS Power further advised that the email chain was the communication channel through which both the DRO and NS Power would exchange information and that the customer could provide consent for the release of account information to the DRO by replying to the email with such authorization.
- June 10, 2026 – Mr. Nickerson advised that he was willing to provide conditional consent for the release of his account information but requested confirmation regarding the secure method by which the information would be transmitted. He also indicated that he would be willing to provide his account number or civic address through his online NS Power account rather than by email. This is referenced on pages 5 to 7 of 13 in the DRO emails attached as **Confidential Attachment 2**.
- June 10, 2026 – NS Power advised that email was the only available method for transmitting account information and that no secure portal was available. NS Power further advised that account information would be transmitted through email attachments.
- June 11, 2026 – Mr. Nickerson advised that he was not willing to consent to the transmission of his account information by email attachment and requested a more secure method of communication. He further suggested that NS Power conduct an internal review of his billing records for the disputed period. This is referenced on pages 3 to 4 of 13 in the DRO emails attached as **Confidential Attachment 2**.
- June 17, 2026 – The DRO advised Mr. Nickerson that, as an "outside party," he could not respond to or investigate the matter without the customer's consent to access account information and, on that basis, advised that he was closing his file on the matter. This is referenced on page 3 of 13 in the DRO emails attached as **Confidential Attachment 2**.

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- June 18, 2026 – Mr. Nickerson responded to the DRO disputing the closure of the file. He stated that he had not refused consent to the process but rather had withheld consent to the transmission of his personal information through what he considered to be an insecure communication channel. Mr. Nickerson further maintained that he had proposed alternative methods for providing his information and suggested that NS Power conduct an internal review of the disputed billing period using its own records. This is referenced on page 2 of 13 in the DRO emails attached as **Confidential Attachment 2**.
- June 18, 2026 – The DRO responded, advising that he could not become involved in the matter unless NS Power's customer provided consent for NS Power to release account information to him. The DRO noted that Mr. Nickerson may be able to pursue the matter directly with NS Power and also advised him of the option to bring his complaint before the NSEB. This is referenced on pages 1 to 2 of 13 in the DRO emails attached as **Confidential Attachment 2**.
- June 18, 2026 – NS Power advised Mr. Nickerson that it could accept Excel, PDF, and JPEG file formats and asked him to email the information so that it could be reviewed by the Product Support/Billing Team. This is referenced on page 2 of 3 in **Confidential Attachment 1**.
- June 29, 2026 – An NS Power representative noted in the account records that they had been monitoring for a response from Mr. Nickerson but had not received any further information or documentation. This is referenced on page 2 of 3 in **Confidential Attachment 1**.
- July 12, 2026 – Mr. Nickerson contacted the NSEB.
- July 29, 2026 – Mr. Nickerson submitted a photograph of a meter reading (55,279) from July 23, 2026. NS Power added a new bill to the account for the period of May 22, 2026 to July 23, 2026 in the amount of \$250.85, resulting in a total account balance of \$1,400.90. NS Power subsequently emailed Mr. Nickerson regarding the updated billing information. This is referenced on page 3 of 3 in **Confidential Attachment 1**.

NS Power's position is that Mr. Nickerson has been billed appropriately and that there is no credit owing on the account. The account records demonstrate that all charges, payments, and adjustments have been accurately reflected on the customer's account and that any estimated bills issued following the 2025 cyber incident were subsequently reconciled through actual meter readings.

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The customer's invoices beginning March 20, 2024 are attached as **Confidential Attachment 3** and the customer's account ledger has been attached as **Confidential Attachment 4**.

Mr. Nickerson's July 29, 2024 bill was based on estimated consumption because NS Power was unable to obtain an actual meter reading during that billing period. Following the subsequent receipt of an actual meter reading, a usage adjustment credit of \$141.67 was applied to the account on August 2, 2024. This is reflected on page 4 of 16 of **Confidential Attachment 3**

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 through adjustments on subsequent bills. As of March 31, 2026, meter connections to NS Power's billing system have been restored to normal operation, substantially reducing the number of customers requiring manual meter reads. As a result, NS Power is better able to obtain actual meter readings each billing period for customers who continue to require manual reads, including Mr. Nickerson, whose premises is served by a non-AMI digital meter.

Mr. Nickerson's May 2025, July 2025, September 2025, November 2025, and January 2026 bills were based on estimated consumption. On March 27, 2026, NS Power obtained an actual meter reading of 76,717. That reading exceeded the previous estimate reading of 72,256 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. Mr. Nickerson's analog meter (# [REDACTED]) was also replaced with a non-AMI digital meter (# [REDACTED]) on that date due to the obsolescence of analog meters.

Because the bills issued during this period were based on estimated consumption, those invoices did not necessarily reflect the customer's actual electricity usage during each individual billing period. When the actual meter reading was obtained in March 2026, the account was automatically reconciled based on the cumulative meter reading recorded on the meter. As a result, the higher consumption reflected on the March 2026 bill likely included electricity consumed during earlier periods that had not been fully captured by the estimated bills.

The account ledger further demonstrates that all payments made by Mr. Nickerson were applied to the account and that all credits and adjustments were properly reflected. Although the account carried credit balances at various points during the disputed period, those credit balances were applied against subsequent charges in

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the ordinary course. The current balance on the account is \$ [REDACTED]

The Company regrets any confusion or inconvenience arising from the estimated billing and subsequent reconciliation process. NS Power remains willing to work with Mr. Nickerson to address the outstanding balance on the account, including discussing payment arrangements should he wish to pursue that option.

Further, NS Power acknowledges Mr. Nickerson's concerns regarding the transmission of personal information. Email and telephone remain the primary methods by which customers communicate with NS Power regarding account and billing matters. However, customers may also communicate with NS Power by regular mail. While NS Power understands Mr. Nickerson's preference for an alternative secure electronic channel, no such channel was available for the exchange of account information during the period in question. NS Power will note the request for an alternative secure communication channel as a potential area for future improvement.

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. Nickerson by e-mail.

Yours truly,



Kathleen Murray
Regulatory Counsel

Encl.

c. Mr. David Nickerson

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

Nickerson DRO Appeal Confidential Attachment 4 has been removed due to confidentiality.