



August 4, 2026

REDACTED

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

Re: M12980 – DRO Appeal – Kenneth McPhee

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated July 20, 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 Tuesday, August 4, 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 [Kenneth McPhee].

Mr. McPhee 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. Mr. McPhee's relevant invoices have been included as **Confidential Attachment 3**.

Please accept the following summary of activities and communications pertaining to the July 6, 2026 DRO decision being appealed by Mr. McPhee:

- Feb 5, 2026 – Mr. McPhee contacted NS Power regarding the status of his bill for his new residence. NS Power advised that the bill had not yet been issued and that his closing bill for his previous residence would be produced soon, as

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the disconnect had occurred on January 28, 2026. Mr. McPhee further advised that there may be a meter switch at the property. NS Power advised that, if a meter switch had occurred, a correction would be made. Mr. McPhee also inquired about budget billing and advised that he would remain on standard bi-monthly billing until sufficient usage history was available to establish a budget amount. This is referenced on pages 1 to 2 of 22 in **Confidential Attachment 2**.

- Feb 9, 2026 - March 19, 2026 – NS Power identified that Mr. McPhee's closing bill for [REDACTED], covering the period from October 7, 2025 to January 28, 2026, had been billed to the customer in [REDACTED] due to meter labelling issues associated with the property on the landlord's behalf, and that charges associated with [REDACTED] had been billed to Mr. McPhee's account. Upon identifying this error, NS Power credited the incorrectly billed amounts and rebilled the charges to the appropriate accounts. This is referenced on pages 3 to 5 of 22 in **Confidential Attachment 2**.

For reference, the bill issued to Mr. McPhee that was subsequently determined to relate to [REDACTED] is shown on page 1 of 6 in the invoices attached as **Confidential Attachment 3**. The corrected bill for [REDACTED] is shown on page 3 of 6 in **Confidential Attachment 3**, and the credit reversing the charges that had been incorrectly billed to Mr. McPhee is shown on page 4 of 6 in **Confidential Attachment 3**.

Mr. McPhee had contacted NS Power to inquire about the status of his concern regarding the billing issued associated with the property on March 5 and March 11. NS Power advised that the matter was being reviewed, that Mr. McPhee would be contacted once additional information was received, and that no late fees would apply. This is referenced on pages 6 to 7 of 22 in **Confidential Attachment 2**.

- March 24, 2026 – Mr. McPhee called NS power about his closing bill for [REDACTED] and said that NS Power would be making an adjustment on the account. In addition, Mr. McPhee advised that his new civic address was [REDACTED]. NS Power advised that a representative would review his billing and contact him following the review. This is referenced on page 8 of 22 in **Confidential Attachment 2**.
- March 27, 2026 – NS Power reviewed Mr. McPhee's recent bills with him in detail. NS Power explained that, because Mr. McPhee had been billed for the incorrect unit [REDACTED], an adjustment had been applied to remove those charges from his balance. NS Power further explained that a closing bill had been produced for the correct unit, reflecting approximately four months of usage charges, which accounted for the majority of the outstanding balance. Payment options were discussed; however, Mr. McPhee advised that the

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available payment arrangement options remained too high. This is referenced on page 9 of 22 in **Confidential Attachment 2**.

- March 27, 2026 – Mr. McPhee formally contacted the DRO regarding the billing for [REDACTED] advising that he resided at the property from October 1, 2025 to January 28, 2026 and did not agree with the amount billed. Mr. McPhee stated that an earlier bill for approximately \$238 had been based on another unit's meter reading, that meter-related issues at the property were not his responsibility, and that he did not understand how the outstanding balance had been calculated. Mr. McPhee requested that the matter be fully investigated and explained. This is referenced on page 5 of 23 in the DRO file attached as **Confidential Attachment 1**.
- April 1, 2026 – NS Power confirmed that the civic address associated with Mr. McPhee's account was [REDACTED] rather than [REDACTED]. This is referenced on page 10 of 22 in **Confidential Attachment 2**.
- April 30, 2026 – NS Power reviewed Mr. McPhee's bill with him and advised that a Customer Care representative would follow up the following week. This is referenced on page 11 of 22 in **Confidential Attachment 2**.
- June 2, 2026 – The NSEB forwarded correspondence from Mr. McPhee regarding his NS Power billing complaint to the DRO (dated March 27, 2026) and requested that the DRO contact Mr. McPhee regarding the status of his complaint. This is referenced on page 2 of 23 in the DRO file attached as **Confidential Attachment 1**.
- June 2, 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 page 1 of 23 in the DRO file attached as **Confidential Attachment 1**.
- June 3, 2026 – Mr. McPhee provided consent for NS Power to release his account information to the DRO. This is referenced on page 13 of 22 in **Confidential Attachment 2**.
- June 4, 2026 – NS Power identified that Mr. McPhee's closing bill for [REDACTED] had been issued using an estimated meter read of 3,342, whereas an actual meter read of 3,105 had subsequently been obtained on January 30, 2026. NS Power applied a \$56.71 credit to Mr. McPhee's account to correct the overestimation reflected on the closing bill. This is referenced on page 14 of 22 in **Confidential Attachment 2**.
- June 4, 2026 – NS Power provided its position to DRO, stating the following:

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[...] Mr. McPhee was connected at [REDACTED] from October 7, 2025 to January 28, 2026. It is correct that he was connected to the incorrect unit due to labeling issues with the meters. That has now all been corrected and it has been verified that Mr. McPhee was to have been connected to [REDACTED] and meter #2558984.

Mr. McPhee was charged \$238.28 on his first bill for the incorrect unit, which includes the connection fee. The customer was then adjusted for the Energy Charges and Base Charges of \$176.99 + tax from the billing at the incorrect unit. He was then rebilled for the correct unit. The connection fee would be standard for either unit be connected. [...]

The customer was re-billed for service between Oct 7 to Jan 28, 2026 on the correct meter. This was estimated and NS Power confirms he was overbilled for 291 kWh's. A credit in the amount of \$56.71 has been placed on the subject account for this error. This credit will appear on the customer's next invoice. NS Power apologizes for any inconvenience this may have caused. [...]

It is NS Power's position that the subject account has now been billed appropriately. The customer's current balance is \$262.63.

NS Power attached the account ledger and meter reads for the subject account ([REDACTED]). This is referenced on pages 10 to 12 of 23 in the DRO file attached as **Confidential Attachment 1**.

- June 5, 2026 – The DRO responded advising Mr. McPhee that the billing dispute appeared to be fully explained/resolved and stated that, if Mr. McPhee agreed, the file would be closed with a final written decision that could be appealed to the NSEB. This is referenced on page 13 of 23 in the DRO file attached as **Confidential Attachment 1**.
- June 15, 2026 – Mr. McPhee contacted NS Power seeking an update regarding the estimated closing bill for his previous service address and the status of his complaint before the DRO. NS Power advised that the matter remained under review and that Mr. McPhee would be contacted once an update was available. This is referenced on page 15 of 22 in **Confidential Attachment 2**.
- June 29, 2026 – The NSEB contacted the DRO on Mr. McPhee's behalf seeking an update on the status of his complaint. The Board advised that Mr. McPhee had expressed concern about the lack of updates on his file and requested

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confirmation that his consent to release information had been received, as well as clarification regarding next steps and any outstanding requirements. This is referenced on page 16 of 23 in the DRO file attached as **Confidential Attachment 1**.

- June 29, 2026 – The DRO advised that he was awaiting a response from Mr. McPhee to the June 5, 2026 correspondence. This is referenced on page 15 of 23 in the DRO file attached as **Confidential Attachment 1**.
- July 1, 2026 – The DRO requested that NS Power provide a chronological timeline of electricity usage, billing activity, and other relevant events from October 1, 2025 to the present, including applicable consumption (kWh) and billing amounts. This is referenced on page 19 of 23 in the DRO file attached as **Confidential Attachment 1**.
- July 3, 2026 – The Board asked that Mr. McPhee respond to the DRO's June 5 email and advised that if he did not agree with the resolution, the DRO will issue a final decision, which he could appeal. This is referenced on page 20 of 23 in the DRO file attached as **Confidential Attachment 1**.
- July 3, 2026 – NS Power provided a timeline of usage, billing and related events for Mr. McPhee's account. This is referenced on page 21 of 23 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:

After a credit of \$56.71 to be applied to the subject Account, N.S. Power will have appropriately billed the customer for service to [REDACTED]

This is referenced on pages 22 to 23 of 23 in the DRO file attached as **Confidential Attachment 1**.

- July 7, 2026 – Mr. McPhee spoke with NS Power regarding the bill that had been issued for [REDACTED]. NS Power provided his current account balance and advised that a bill for his current service address would be issued shortly. This is referenced on page 16 of 22 in **Confidential Attachment 2**.
- July 13, 2026 – At Mr. McPhee's request, NS Power emailed copies of all bills issued within the previous six months to his email. This is referenced on page 17 of 22 in **Confidential Attachment 2**.
- July 13, 2026 – NS Power reviewed Mr. McPhee's billing history over the previous

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six months with him. Mr. McPhee advised that he wished to dispute the balance on his account. NS Power explained the prorated bills and credits that had been applied to the account, including a credit of \$176.90 plus HST and a further credit of \$56.71. Mr. McPhee further stated that the service dates used for billing were incorrect, stating that service at [REDACTED] should have commenced on October 1, 2025, rather than October 7, 2025, and that service at [REDACTED] should have commenced on February 1, 2026, rather than January 21, 2026. This is referenced on page 18 of 22 in **Confidential Attachment 2**.

- July 16, 2026 – NS Power reviewed Mr. McPhee’s concerns regarding the service dates used for billing. While no record was found to support the October 7, 2025 connection date, NS Power confirmed that it had a record of a January 16, 2026 call related to the account and that Mr. McPhee requested a January 21, 2026 connection date. This is referenced on page 20 of 22 in **Confidential Attachment 2**.
- July 17, 2026 – NS Power spoke with Mr. McPhee regarding the rebilling for [REDACTED]. NS Power advised that the bill had been corrected and reviewed the account with Mr. McPhee, including the meter labelling issue and the previously applied credit. Mr. McPhee maintained that the billing remained incorrect, noting that his bills had increased significantly over a two-month period. This is referenced on page 21 of 22 in **Confidential Attachment 2**.
- July 17, 2026 – Mr. McPhee continued to dispute his billing. NS Power reviewed the DRO’s decision with Mr. McPhee and provided copies of his 2025 and 2026 bills by email. This is referenced on page 22 of 22 in **Confidential Attachment 2**.
- July 17, 2026 – Mr. McPhee appealed the DRO’s decision with the NSEB.

NS Power agrees with the DRO’s decision that NS Power has appropriately billed Mr. McPhee.

Mr. McPhee was connected for service at [REDACTED] on October 7, 2025. Due to a meter labelling issue at the property, he was initially connected to and billed under the meter associated with [REDACTED] rather than the meter serving [REDACTED] the unit he occupied. As a result, a bill for the period October 7, 2025 to December 4, 2025 was issued based on 747 kWh of consumption and totaled \$238.28, including a connection charge.

Following investigation, NS Power determined that the original bill related to the wrong unit. To correct the error, NS Power removed the improperly billed charges from Mr. McPhee’s account by applying a credit of \$185.84, consisting of \$176.99 in energy and

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base charges, \$24.78 in associated taxes, and the provincial rebate adjustment of \$15.93. The connection charge was not reversed because the connection fee would have applied regardless of which unit was connected.¹ This adjustment appears on page 4 of 6 of Mr. McPhee's invoices attached as **Confidential Attachment 3**.

NS Power then issued a closing bill for the correct meter serving [REDACTED]. That bill covered the period from October 7, 2025 to January 28, 2026 and reflected 3,307 kWh of estimated consumption. Because this bill captured approximately four months of usage for the unit actually occupied by Mr. McPhee, rather than the approximately two-month period reflected in the bill issued in error for [REDACTED], the resulting charges were significantly higher. The corrected closing bill totalled \$1,105.18, which included the outstanding balance associated with Mr. McPhee's new service at [REDACTED].

NS Power subsequently determined that the closing bill for [REDACTED] had been prepared using an estimated final meter reading of 3,342, while an actual meter reading of 3,105 had been obtained on January 30, 2026. Based on the actual reading, NS Power recalculated the consumption and determined that the closing bill overstated usage by 291 kWh.² To align the bill with the actual meter reading, NS Power applied a credit of \$56.71 to Mr. McPhee's account. Following this adjustment, NS Power advised both the DRO and Mr. McPhee that the account accurately reflected the electricity consumed at [REDACTED] during the period of occupancy. This credit will appear on Mr. McPhee's next invoice.

With respect to the service dates, Mr. McPhee later asserted that service at [REDACTED] should have commenced on October 1, 2025 rather than October 7, 2025, and that service at [REDACTED] should have commenced on February 1, 2026 rather than January 21, 2026. No record was located confirming the October 7, 2025 connection request, however, NS Power did locate a record of a January 16, 2026 customer contact in which Mr. McPhee requested a January 21, 2026 connection date for the [REDACTED] property. Accordingly, NS Power maintains that the account had been billed using the service dates reflected in its records.

In summary, NS Power corrected the meter labelling error, reversed the charges associated with the incorrect unit, rebilled the electricity consumed at the correct unit, and applied a further credit after obtaining an actual meter reading. It is NS Power's position that, following these corrections and adjustments, Mr. McPhee has been appropriately billed.

¹ Mr. McPhee connected to [REDACTED] on October 7, 2025, as such the Connect Fee would have been applied on his closing bill.

² The closing bill was based on an estimated meter reading of 3,342. An actual meter reading of 3,105 was subsequently obtained on January 30, 2026. The difference of 237 kWh (3,342 – 3,105) plus an estimated 54 kWh attributable to the period from January 28 to January 30, 2026 resulted in a total adjustment of 291 kWh, for which a credit of \$56.71 was applied to the account.

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NS Power sincerely apologizes for any confusion or inconvenience arising from these circumstances. In recognition of the confusion surrounding the closure and transfer of the account, and as a gesture of goodwill, the Company has applied a credit of \$100.00 to Mr. McPhee's account. The Company remains willing to work with Mr. McPhee to establish a reasonable payment arrangement for the outstanding balance. Should Mr. McPhee wish to explore this option, NS Power would be pleased to arrange for a representative to contact him directly.

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. McPhee by e-mail.

Yours truly,



Kathleen Murray
Regulatory Counsel

Encl.

c. Mr. Kenneth McPhee

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

McPhee DRO Appeal Attachment 1 has been removed due to confidentiality.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

McPhee DRO Appeal Attachment 2 has been removed due to confidentiality.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

McPhee DRO Appeal Attachment 3 has been removed due to confidentiality.