

On Wed, Jul 8, 2026 at 12:32 PM <nspdisputeresolution@gmail.com> wrote:

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

Dennita Fitzpatrick

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 have service from N.S.Power at [REDACTED] [REDACTED] that you dispute your 13 April 2026 bill for \$1304.02 / 7056 Kwh; that you indicate that N.S.Power "insist the bill was accurate"; that your June, Aug, Oct, Dec 2025 and Feb 2026 bills were based on estimated meter readings; that your April 2025 and April 2026 bills were 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 that your total April 2025 to Feb 2026 usage is therefore 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 over the June 2025 and Feb 2026 periods were clearly 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]

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.

Dis

pute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>
Sent: Wednesday, July 8, 2026 11:08 AM

To: nspdisputeresolution@gmail.com

Cc: [REDACTED]; Customer Relations <customerrelations@nspower.ca>

Subject: RE: 7 July email to the DRO from Dennita Fitzpatrick re Dispute NS Power Bill - Meter # [REDACTED]
- May 2026

Mr. Farmer,

Access for the DRO has been granted on subject account# [REDACTED]

The first attachment is a copy of the account ledger for the subject account.

The second attachment is a copy of the meter reads obtained for the subject account.

Meter connections to our billing system have been restored and customer billing has returned to normal.

NS Power confirms that the customer's meter reads for June, August, October, and December 2025 and February 2026 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.

It is NS Power's position that the customer has been billed appropriately.

Teri

From: Dennita Fitzpatrick [REDACTED] >

Sent: July 7, 2026 4:20 PM

To: Customer Relations <customerrelations@nspower.ca>

Cc: nspdisputeresolution@gmail.com

Subject: Re: 7 July email to the DRO from Dennita Fitzpatrick re Dispute NS Power Bill - Meter # [REDACTED]
- May 2026

****Exercise Caution - This is an external email from: [REDACTED].
Beware of links or attachments from external sources. If you are unsure, click "Report Email" to
submit for review.****

I consent.

Dennita

On Tue, Jul 7, 2026 at 12:12 PM Customer Relations <customerrelations@nspower.ca> wrote:
Mr. Farmer,

Access for the DRO has not been granted on the subject account.

Dennita, if you wish to provide consent to release your account information to the Dispute Resolution Officer (DRO), please reply to this email stating your permission.

Teri

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>

Sent: July 7, 2026 11:14 AM

To: [REDACTED]; Customer Relations <customerrelations@nspower.ca>

Subject: 7 July email to the DRO from Dennita Fitzpatrick re Dispute NS Power Bill - Meter # [REDACTED]
May 2026

****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.)
nspdisputeresolution@gmail.com

Dennita Fitzpatrick; N.S.Power Customer Relations

Dennita

In response to your following email, 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.

Board approved Regulations 5.1, 5.5, 6.4 and 6.7 are relative – copy attached.

If you have not already done so, please contact N.S. Power by telephone at 1-800-428-6230 and give them your consent, to release your account information, to me. Alternatively, N.S.Power may contact you seeking consent after they receive this email.

Please copy N.S.Power at the email address above on all future email to me. They will similarly copy you on their email to me related to this matter.

Your dispute is a “consumption dispute”. A fundamental point I must make in such disputes is that N.S.Power's responsibility is to deliver power to the metering point. They have no role or responsibility with respect to how that energy is consumed on the premise. On-premise usage is a function of lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors well beyond N.S.Power's ability to address or control (outside temperatures, faulty wiring, ground faults, theft of power). Meter accuracy thus becomes the "acid test" in determining if appropriate usage is being billed. The test to confirm meter accuracy is an “as found” meter accuracy test, performed by N.S.Power in their Measurement Canada accredited meter shop, followed by a meter test by Measurement Canada if the Customer wishes to have an independent meter test performed

Specific bills can be other than expected if they are based on estimated – as opposed to actual – meter readings. As part of my investigation of this matter, I will determine if estimated meter readings are a factor in your dispute. 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 of 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.

N.S.Power

Please provide me with N.S.Power's position in the matter as well as copies of relevant account statements, meter reading information, and relevant computerized notes or notices.

Don Farmer, P.Eng.
Dispute Resolution Officer

From: Dennita Fitzpatrick <fitzpatrickdennita@gmail.com>
Sent: Tuesday, July 7, 2026 10:33 AM
To: nspdisputeresolution@gmail.com
Cc: Ralph Fitzpatrick [REDACTED]
Subject: Dispute NS Power Bill - Meter # [REDACTED] - May 2026

Hello,

We received the bill in May for the period Feb 1 - Apr 9 indicating usage of 7056 Kwh at a cost of \$1304.02. I am filing a dispute on this bill.

I contacted NS Power customer support. They explained this bill included the period Feb 1 - Apr 9 plus the retro adjustments for the period where they were unable to read the meter in 2025.

Upon detailed review the adjustments are grossly out of line with our consumption history while we have been diligent in trying to reduce consumption.

I contacted NS Power again and my issue was transferred to someone else who reviewed in more detail and continued to insist the bill was accurate. I forward my detailed analysis of the data that was showing an extraordinary and unexplainable increase in 2025 usage and received no response after 3 follow up messages.

I have not paid this bill.

I request your assistance in sorting out this issue and can share the details of my review if you would like.

The account is:

Meter #

Ralph Fitzpatrick (my husband)

Thank you

Dennita Fitzpatrick

DRO 9 July POST DECISION re DRO Final Written Decision re Dennita Fitzpatrick consumption/billing dispute

nspdisputeresolution@gmail.com

Thu, Jul 9, 1:19 PM (11 days ago)

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to me, customerrelations

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

Dennita Fitzpatrick; N.S.Power

Dennita

Once I issue a Decision in a matter, I withdraw from it.

If the Decision is not acceptable to you, you should appeal it to the NSEB – see the Decision for contact information.

A fundamental point I must make in such disputes is that N.S.Power's responsibility is to deliver power to the metering point. They have no role or responsibility with respect to how that energy is consumed on the premise. On-premise usage is a function of lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors well beyond N.S.Power's ability to address or control (outside temperatures, faulty wiring, ground faults, theft of power). Meter accuracy thus becomes the "acid test" in determining if appropriate usage is being billed. The test to confirm meter accuracy is an "as found" meter accuracy test, performed by N.S.Power in their Measurement Canada accredited meter shop, followed by a meter test by Measurement Canada if the Customer wishes to have an independent meter test performed

I will not reopen the Dispute, but I will Instruct N.S.Power to test your serving meter for accuracy and report test results to you.

You may wish to discuss your on-premise consumption with Efficiency N.S.

N.S.Power

N.S.Power is hereby Instructed to test the meter serving [REDACTED] (Account [REDACTED] per Board approved Regulation 5.5 and report test results to the Customer.

Don Farmer, P.Eng.
Dispute Resolution Officer

From: Dennita Fitzpatrick [REDACTED]
Sent: Thursday, July 9, 2026 1:01 PM
To: nspdisputeresolution@gmail.com
Cc: customerrelations@nspower.ca
Subject: Re: DRO Final Written Decision re Dennita Fitzpatrick consumption/billing dispute

Dear Mr Farmer

I was expecting some communication with me in advance Of the issuing of this decision so that I could indicate why I am concerned About this bill.

I understand how the process of reading the metre works And how retroactive billing occurred

What I'm failing to understand is how I could possibly have experienced a 43% increase in consumption in the 2025 billing period. And is it just coincidental that we happen to be participating in the time of day rate savings program at the time That should have resulted in a savings in energy cost, however, resulted in a 19% increase in cost.

I am attaching a spreadsheet with my analysis outlining why I am struggling to understand the consumption for which I am being charged And request that you please review and advise if this influences your decision in anyway

As far as I know, the metre has never been tested for accuracy.

Sincerely
Dennita.