

August 5, 2026

REDACTED

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

Re: M12982 – DRO Appeal – Ralph and Dennita Fitzpatrick

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated July 21, 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 Wednesday, August 5, 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 [Mr. and Ms. Fitzpatrick].

The Fitzpatricks are appealing a decision by the Dispute Resolution Officer (DRO) dated July 8, 2026 relating to their dispute of a May 2026 reconciliation bill.

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. Attached as **Confidential Attachment 3** is a copy of the meter test results and letter sent to the Fitzpatricks. Attached as **Confidential Attachment 4** is a copy of the Fitzpatricks' invoices from 2022-2026. A summary of the invoices and consumption is included as **Confidential Attachment 5**.

Please accept the following summary of activities and communications pertaining to the July 8, 2026 DRO decision being appealed by the Fitzpatricks:

- April 23, 2026 – Mr. Fitzpatrick called NS Power to see why his April billing was high. The customer service associate he spoke to advised that his billing appeared to be in line with his past use and that the bill was correct. This is referenced on page 1 of **Confidential Attachment 2**.

On April 30, 2026 Ms. Fitzpatrick spoke with another customer service associate to advise that the bill was very high. The customer service associate advised that this was an actual read and the bills since June 2025 had been estimates. Ms. Fitzpatrick said the total consumption difference should not be as high [as was billed] because there had been no change in the property. This is referenced on page 2 of **Confidential Attachment 2**.

On May 5, 2026 a customer service supervisor spoke with Ms. Fitzpatrick and went over all the bills. The supervisor advised that an increase could go back months to get the total [new] read of 7055 kWh. Ms. Fitzpatrick advised that nothing had changed, and that they heat their house with propane and oil and that their pool is for summer use only. The supervisor advised again that the bill was correct. This is referenced on page 4 of **Confidential Attachment 2**.

- July 7, 2026 – Ms. Fitzpatrick contacted the DRO to formally dispute the May 2026 NS Power bill for the period from February to April. This is referenced on page 1 of 15 in the DRO file attached as **Confidential Attachment 1**.
- July 7, 2026 – The DRO responded to Ms. Fitzpatrick 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 2 of 15 in the DRO file attached as **Confidential Attachment 1**.
- July 7, 2026 – Ms. Fitzpatrick confirmed her consent to release her account information to the DRO. This is referenced on page 5 of 15 in the DRO file attached as **Confidential Attachment 1**.
- July 7, 2026 – NS Power provided its position to DRO, stating the following:

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.

NS Power attached the account ledger and meter reads for the subject account ([REDACTED]). This is referenced on page 5 of 15 in the DRO file attached as **Confidential Attachment 1**.

- July 8, 2026 – The DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

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 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. ($100 + 1400 = 1500$). 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] (Account # [REDACTED]).

This is referenced on pages 14 to 15 of 15 in the DRO file attached as **Confidential Attachment 1**.

- July 9, 2026 – The DRO ordered a meter test on meter #2032751 and directed that the findings be reported to the customer. This is referenced at page 6 of **Confidential Attachment 2**.
- July 21, 2026 – Ms. Fitzpatrick appealed the DRO’s decision with the NSEB.

On July 23, 2026, NS Power provided the Fitzpatricks with the results of the meter testing. Those results are included as **Confidential Attachment 3**. The testing confirmed that the Fitzpatricks’ meter was operating within the prescribed accuracy limits.

The Fitzpatricks’ last true meter read before the cyber incident (April 6, 2025) was 75,469, and the next true read was 93,532 (April 9, 2026). The total usage during that year (six billing periods) was 18,062 kWh, representing an average of 3,010 kWh per billing cycle. This average consumption was higher than in previous years, with the exception of 2021. From April 6, 2025, to June 5, 2026, actual consumption was 19,338 kWh, representing an average of 2,762 kWh per billing cycle. This information is summarized in **Confidential Attachment 5**.

Unfortunately, the estimated bills issued between April 2025 and February 2026 underestimated the Fitzpatricks’ actual electricity consumption. As a result, a substantial reconciliation was required once the meter was reconnected to NS Power’s systems.

NS Power acknowledges the dismay and frustration experienced by the Fitzpatricks after receiving six estimated bills followed by a large reconciliation bill and sincerely apologizes for any inconvenience this situation may have caused. However, NS Power agrees with the DRO's decision that the Fitzpatricks were billed correctly for their usage. The meter was tested in July and was found to be operating within prescribed accuracy limits. While NS Power is responsible for supplying electricity to the metering point and for the operation of the meter, the Company does not have the ability to control how electricity is consumed within a customer's premises.

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 Ms. Fitzpatrick by e-mail.

Yours truly,

A handwritten signature in blue ink, appearing to read 'J Ross', is positioned above the printed name.

Jennifer Ross
Director, Regulatory Planning & Compliance

Encl.

c. Dennita Fitzpatrick



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

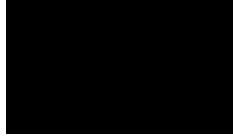
**Fitzpatrick DRO Appeal Confidential Attachment 2 has
been removed due to confidentiality.**



PO Box 910 • Halifax, Nova Scotia • Canada • B3J 2W5

July 23, 2026

Ralph Fitzpatrick



Dear Ralph Fitzpatrick,

Re: Account No. [REDACTED]

Meter No. 2032751

We are writing to confirm the results of the recently requested meter test. This test was conducted following your inquiry regarding electrical usage at your premises. As per our meter test process, Nova Scotia Power tested your meter (noted above) in our accredited (approved by Measurement Canada) testing facility.

The results have found that this meter operates within prescribed accuracy limits.

Should you wish to further pursue this matter, you have the option to request a meter test by Measurement Canada within 6 months of the date of this letter. Please note, the current fee is \$55.00 for this additional testing. You can request a meter test by Measurement Canada online at [File a measurement-related complaint](#).

Upon receipt of your request, they will formalize a written process of notification to both you and Nova Scotia Power, to obtain this meter for an official test. If the meter is found to be outside the allowable limits, Measurement Canada will provide details as to the level of inaccuracy for an account adjustment. Should this occur, the \$55.00 fee would be credited to your NS Power account (noted above).

Should you wish to discuss this matter further, please do not hesitate to contact one of our Customer Care Associates by calling 1-800-428-6230. Our representatives can also suggest tips to help reduce your energy usage or offer programs such as our Equal Billing program that make it easier to budget for your electricity bill throughout the year through equal monthly payments.

Have a safe day,

Teri

Comments Screen Inquiry Mode - -

File Edit Functions Help

Comments Screen Inquiry Mode

Equip Type MTRE Equip ID 2032751

Date 2026/07/14 17 Op Code TEST

TESTS OK

OK Cancel

Electric Meter Test Results - Screen One - MTR01 - * * * NOVA SCOTIA POWER IN...

File Edit Functions Help

Electric Meter Test Results - Screen One

Equip Type	MTRE	Date	2026/07/14 17
Equip ID	2032751	Op Code	TEST
Tester's User ID	AE577		
Standard Code			
As Found kWh	97425.00		
Lot Number			
Damage Code			
Firmware Version			
OTHER			

Next Screen Delete

OK Cancel

Electric Meter Test Results - Screen Two - MTR02 - * * * NOVA SCOTIA POWER IN...

File Edit Functions Help

Electric Meter Test Results - Screen Two

Equip Type	MTRE	Date	2026/07/14 17
Equip ID	2032751	Op Code	TEST
FLSASFKWH	0.07	FLSASFKQH	
FLAASFKWH		FLAASFKQH	
FLCASFKWH		FLCASFKQH	
FLBASFKWH		FLBASFKQH	
LLSASFKWH	0.06	LLSASFKQH	
LLAASFKWH		LLAASFKQH	
LLCASFKWH		LLCASFKQH	
LLBASFKWH		LLBASFKQH	
PFSASFKWH	0.08	PFSASFKQH	
PFAASFKWH		PFAASFKQH	
PFCASFKWH		PFCASFKQH	
PFBASFKWH		PFBASFKQH	

Next Screen Delete

OK Cancel

Electric Meter Test Results - Screen Four - - *** NOVA SCOTIA POWER INC. ***

File Edit Functions Help

Electric Meter Test Results - Screen Four

Equip Type	MTRE	Date	2026/07/14 17
Equip ID	2032751	Op Code	TEST

Creep Test Performed	☒	Replaced Base	☐
Dial Check Performed	☒	Replaced Cover	☐
Phase Test Performed	☐	Replaced Register	☐
Short Test Performed	☐	Replaced Idle Pointe	☐
Hand Test Performed	☐	Replaced Battery	☐
Replace Up Bearing	☐	Replaced Thermal elm	☐
Replace Lower Bearin	☐	As Left kWh	97427.00
Replaced Disk	☐		

Delete

OK Cancel

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

**Fitzpatrick DRO Appeal Confidential Attachment 5 has
been removed due to confidentiality.**