

From nspdisputeresolution@gmail.com

To charlton@redmayneregency.ca

Cc customerrelations@nspower.ca

Date 22/08/2026 15:27:03

Subject DRO Final Written Decision re Joanna Hammersley dispute re Additional Customer Contribution Invoice

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

Charlton Krentz acting as Agent for the Account of Joanna Hammersley

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 or role as an Auditor.** 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 Joanna Hammersley is the Account holder related to this dispute (Account # [REDACTED]); that Charlton Kurtz has been give consent by the N.S.Power Account holder to allow DRO access to her Account information; that you dispute an "Additional Customer Contribution Invoice"; that the work relates to a line extension on [REDACTED] constructed in accordance with Board approved Regulation 2.6; that you indicate that N.S.Power did "repeated site inspections;" that N.S.Power issued a "Building Site Quote" for \$23,951.12 on 12 Aug 2024 (Exhibit 1 attached); **that the Quote clearly states "The total price is an estimate only. Upon**

completion of the job, actual cost & applicable taxes will be reviewed and, if necessary, you will be billed accordingly"; the work was completed on 25 June 2025; that N.S.Power issued a further invoice for an additional \$7,882.50 on 27 April 2026 (copy attached); and that you indicate "The actual project cost was requested. NSP did not identify the actual project cost or provide any reconciliation between the Original Quotation and the Additional Invoice. Instead, NSP stated that "The cost overrun is due to the increased backhoe costs, which can be shown in the invoice actuals.' NSP therefore identifies increased backhoe costs as the basis of the Additional Invoice"

Board approved Regulation 2.6 states in part "The Company will normally provide to its customers, a maximum of 92 metres of line or service extension, or 92 metres of line and service combined. The Company shall provide to a year round residence, which the Company is satisfied is the customer's permanent, primary, or principal residence, an additional 100 metres of line extension along a public road for each year that the residence has been continuously occupied prior to the request or service, to a maximum of 1,600 metres. The customer shall contribute to the cost of all extensions over and above these provisions."

Board approved Regulations relevant to this matter are 2.6 and 6.4 – copy attached.

The Quote (Exhibit 1 attached) clearly states "The total price is an estimate only. Upon completion of the job, actual cost & applicable taxes will be reviewed and, if necessary, you will be billed accordingly

Final Written DRO Decision: In the context of Board approved Regulation 2.6, as of 27 April 2026, N.S.Power has appropriately billed the Customer for a line extension on [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.

Dispute Resolution Officer