



September 23, 2026

CONFIDENTIAL (Attachments Only)

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

Re: M13074 – DRO Appeal – Joanna Hammersley

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated September 8, 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, September 23, 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 Joanna Hammersley.

Joanna Hammersley is appealing a decision by the Dispute Resolution Officer (DRO) dated August 22, 2026.

Please accept the following summary of activities and communications pertaining to the August 22, 2026 DRO decision being appealed by Ms. Hammersley:

- August, 2024 – The customer was provided with a quote for connection of electric service totaling \$23,951.12, inclusive of HST, on August 12, 2024. This quote is referenced on page 14 of 34 of Attachment 1. The quoted amount was paid on August 20, 2024, prior to project commencement. This is referenced on page 7 of 34 of **Confidential Attachment 1**.
- April 27, 2026 – Following completion of the work, the customer was issued an

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additional invoice of \$7822.50 (\$6861.84 plus HST). This is reflected on page 8 of 34 of **Confidential Attachment 1**.

- June 22, 2026 – Charlton Krentz, as agent for the customer, contacted NS Power disputing the additional invoice and seeking clarifying information. This is referenced on pages 9 through 12 of 34 in **Confidential Attachment 1**.
- July 7, 2026 – NS Power responded to the customer and provided the requested information. This is referenced on page 13 of 34 in **Confidential Attachment 1**.
- July 17, 2026 – Charlton Krentz, as agent for the customer, contacted NS Power to advise that the final invoiced amount was still being disputed. This is referenced on pages 17 through 18 of **Confidential Attachment 1**.
- July 27, 2026 – The customer was advised via reply email to legal@redmayneagency.ca and charlton@redmayneagency.ca that the actual billed amount from the backhoe subcontractor would be charged in accordance with NS Power's standard practice of billing on actuals. The customer was advised that NS Power would seek payment of the outstanding balance and proceed with the standard collection process if payment was not received. This is referenced on page 19 of 34 in **Confidential Attachment 1**.
- August 5, 2026 – Charlton Krentz, as agent for Joanna Hammersley, contacted the DRO to formally dispute the billed actuals. This is referenced on page 2 of 34 in the DRO file attached as **Confidential Attachment 1**.
- August 5, 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 21 of 34 in the DRO file attached as **Confidential Attachment 1**.
- August 18, 2026 – Joanna Hammersley wrote to NS Power confirming that they gave their consent to release their personal information to Charlton Krentz as their agent and to the DRO. This is referenced on pages 29 of 34 in the DRO file attached as **Confidential Attachment 1**.
- August 21, 2026 – NS Power provided its position to the DRO, stating the following:

NS Power has billed for actual cost associated with line extension work order #6873680.

The difference between quoted against actuals, left a total amount to be paid once the Free service allowance is deducted

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of \$6,861.84 +HST

Upon review of the actuals, it was determined that NS Power Apprentices labour accounted for over 25% of the total labour costs, so NS Power reduced the labour by \$426.69 to bring it back to the original quoted amount. NS Power also removed the \$17 “other” cost. New total left to be paid is \$6,418.15 + HST.

Once the customer is provided with an updated bill for the new amount of \$6,418.15 + HST. It will be NS Power’s position that the subject account has been billed appropriately.

This is referenced on page 30 of 34 in the DRO file attached as **Confidential Attachment 1**.

- August 22, 2026 – The DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

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 2nd Peninsula Rd.

This is referenced on pages 34 of 34 in the DRO file attached as **Confidential Attachment 1**.

- September 2, 2026 – Charlton Krentz, as agent for the customer Joanna Hammersley, appealed the DRO’s decision with the NSEB.

NS Power agrees with the DRO’s decision that the customer has been appropriately billed for line extension work. This position is supported by Regulation 2.6, and **Confidential Attachments 1 and 2**.

The initial estimate provided to the customer in August of 2024 stated that “The total price is an estimate only. Upon completion of the job, actual costs & applicable taxes will be reviewed and, if necessary, you will be billed accordingly.”

The backhoe operations were subcontracted to a third party. The final invoice from the third party subcontractor, enclosed as **Confidential Attachment 2**, was \$13,715.81 and is the primary driver of the increased costs billed. This was reflected in the final invoice with the remaining balance of \$7,822.50 issued to the customer on April 27, 2026.

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Although NS Power recognizes that this is a substantial increase, it is primarily related to total costs received by NS Power from the third-party backhoe operator following completion of their work. NS Power maintains that the customer is responsible for the total billed costs of \$7,822.50(\$6,861.84 plus HST). However, in an effort to decrease the burden placed on the customer as much as possible, NS Power reduced the charge by \$426.69 in labour costs from its own apprentices as well as a \$17 'other charge'. This reduces the total amount owing to \$6,418.15 plus HST.

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 Joanna Hammersley and her agent by e-mail to legal@redmayneregency.ca.

Yours truly,

A handwritten signature in blue ink, appearing to read "Mollie Morris".

Mollie Morris
Regulatory Counsel

Encl.

c. Charlton Krentz, as agent for Joanna Hammersley

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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