



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260903001

Submitted on: Thursday, September 03 2026 at 09:02:49 PM (ADT)

Contact Information

Name on account: Berin W MacNabb

Account number: [REDACTED]

Business contact:

Account address:

Address 1:	[REDACTED]
Address 2:	[REDACTED]
City:	[REDACTED]
Province:	Nova Scotia
Postal code:	[REDACTED]
Country:	Canada

Email Address: [REDACTED]

Mailing address:

Address 1:	[REDACTED]
Address 2:	[REDACTED]
City:	[REDACTED]
Province:	Nova Scotia
Postal code:	[REDACTED]
Country:	Canada

Telephone number: [REDACTED]

Alternate phone number:

Complaint Information

DRO made decision on: August 22, 2026 (Saturday)

Type of complaint: Other

Additional details: I am appealing the Final Written Decision of Dispute Resolution Officer Don Farmer concerning Nova Scotia Power Account [REDACTED]. The DRO characterized my original complaint as a consumption dispute and resolved the technical meter-accuracy issue through an "as found" test of meter [REDACTED]. I accept that test result and am not requesting an additional Measurement Canada test. My appeal concerns separate regulatory issues that remain unresolved: whether Nova Scotia Power properly applied Regulation 5.1 during the prolonged period of estimated billing, whether Regulation 5.5 applies to any portion of the resulting reconciliation, and whether the dispute was sufficiently investigated under Regulation 6.4 before the Final Written Decision was issued. NSP records show an actual reading of 16,064 on June 4, 2025 and 29,248 on June 3, 2026, an advancement of 13,184 kWh. The intervening billing periods were estimated and the June 2026 bill included a 9,614 kWh reconciliation. Of particular concern, Nova Scotia Power physically removed meter [REDACTED] during the West Dalhousie wildfire response and later reinstalled the same meter while the account remained subject to estimated billing.

I specifically raised this with the DRO and asked what readings were recorded at removal and reinstallation and why estimates continued despite NSP physically handling the meter. Those questions were not answered in the Final Written Decision. I am not alleging that removal or reinstallation caused the meter to malfunction. The associated records are relevant to determining whether actual meter information was available during the estimated period and when the extraordinary consumption accumulated. The property is not on seasonal service, is not heated during winter, and remained accessible and regularly attended. Had actual usage information revealed a significant departure from the established pattern earlier, we would have had an opportunity to investigate and potentially mitigate abnormal consumption. The DRO explained how a later actual reading mathematically reconciles previous estimates. I accept that principle. However, reconciliation explains what happens after

estimates are made; it does not establish that continued reliance on estimates complied with Regulation 5.1 in the first place.

Material records requested during the DRO process, including records concerning the meter removal/reinstallation and relevant computerized account notes, were not provided or addressed in the Final Written Decision. A detailed written submission and supporting evidence are attached.

How do they want the complaint resolved?

I am seeking a practical and final resolution of this matter. I respectfully request that the Board determine whether Nova Scotia Power properly applied Regulation 5.1 during the prolonged period of estimated billing, whether Regulation 5.5 applies to any portion of the June 2026 reconciliation, and whether the dispute was sufficiently investigated under Regulation 6.4. I ask the Board to obtain and review the relevant meter removal/reinstallation work orders, readings, field and service records, computerized account notes, and any available underlying meter information. I accept the subsequent meter accuracy test and am not seeking to relitigate the technical accuracy of the meter. If Nova Scotia Power did not properly apply the applicable Board-approved Regulations, I respectfully request an appropriate account adjustment or other corrective remedy within the Board's authority.

**Supporting documents •
uploaded:**

MacNabb_Nova_Scotia_Power_DRO_Appeal_Submission_FINAL_2026.docx

- Rendering Library- MacNabb- DRO Appeal.pdf
- 8DCF3EBE-8DC0-48DA-AD43-8DCA7873002E.jpeg
- 8FC18979-FC57-4E0D-B617-9A5C009F3153.pdf
- 1C16C82A-D89D-400D-A658-D41DE817FBDC.pdf
- CCF6A20B-DF93-4AC1-9A68-DA1A5DB5E3F5.pdf
- E95389B8-51E4-459E-997D-D4482D3C9680.xlsx
- 6D934A36-1CAE-432B-96BD-61229E1E4C14.pdf
- 334B0308-6C29-4C20-A9DF-55E50BD73E65.pdf
- E45E0507-666E-49B3-A81A-9CB016CADB1C.pdf
- 063A9952-91AC-40CA-B4BC-75840CE297AE.pdf
- C4E49B1B-6B8C-4A75-8B8A-4C7D28E8FE44.pdf
- 2BDCF250-E25A-4E67-9EA8-7A27A787FB22.pdf
- FA2A5874-16A9-4ED7-BCC7-EBE5A10C100D.pdf
- 0D171701-F729-45A0-8501-121F793750AA.pdf
- B81FA2AC-8A58-4E19-9B71-34A913BB80F8.pdf
- DRO Decision and Email Correspondence .pdf

SUBMISSION IN SUPPORT OF DRO APPEAL

Nova Scotia Energy Board

Appellants	Julie Bibby-MacNabb and Berin W MacNabb
Nova Scotia Power Account	[REDACTED]
Service Address	[REDACTED]
Meter	[REDACTED]
Date of Submission	September 3, 2026
Supporting Evidence Package	Rendering Library.pdf (25 pages)

Nature of the Appeal

This appeal arises from the Final Written Decision of Dispute Resolution Officer Don Farmer concerning Nova Scotia Power Account [REDACTED]

The DRO characterized the original complaint as a consumption dispute and treated meter accuracy as the principal determining issue. Nova Scotia Power subsequently conducted an “as found” test of meter [REDACTED] and the meter tested within prescribed accuracy limits.

We accept that result. We are not asking the Board to find that the meter was defective, and we are not requesting an additional Measurement Canada test at this time.

The issue on appeal is different: whether Nova Scotia Power properly applied the Board-approved meter-reading and billing Regulations during the prolonged period in which this active account was billed using estimated readings, and whether the evidentiary record was sufficient to support the DRO’s conclusion that Nova Scotia Power appropriately billed the account.

In particular, we respectfully ask the Board to review the application of Regulation 5.1 and, where applicable, Regulation 5.5.

The accuracy of the meter when eventually tested does not, by itself, establish that Nova Scotia Power properly administered the account during the preceding months of estimated billing.

Material Facts

Nova Scotia Power’s records establish the following:

Supporting Evidence Package, pp. 2, 4, 6, 22 and 24.

- Actual meter reading on June 4, 2025: 16,064 kWh
- Actual meter reading on June 3, 2026: 29,248 kWh
- Actual-to-actual advancement: 13,184 kWh
- June 2026 reconciliation: 9,614 kWh
- Actual meter reading on June 30, 2026: 29,397 kWh
- Consumption during the following 27 days: 149 kWh

The intervening billing periods were based on estimated readings. Representative estimated consumption included 779 kWh in December 2025, 419 kWh in February 2026, and 254 kWh in April 2026. The April 2026 estimate represented approximately 4.1 kWh per day.

Supporting Evidence Package, pp. 2, 4 and 24.

The property's historical consumption was materially lower than the consumption subsequently attributed to the disputed period. The comparable six billing periods from August 2024 through June 2025 totalled approximately 4,788 kWh. The subsequent 13,184 kWh advancement was therefore approximately 2.75 times the prior comparable consumption.

Supporting Evidence Package, p. 6 and accompanying historical billing records.

This property is not on seasonal service. The account remains active year-round. The property is not heated during the winter, and periods of limited use are normal. Historical and current electricity consumption therefore provide an important practical means of monitoring the property and identifying unexpected usage.

Regulation 5.1 - The Central Issue Remains Unresolved

The DRO concluded: "In the context of Board approved Regulation 5.1 and 5.5, N.S.Power has appropriately billed the Customer."

Regulation 5.1 is reproduced at Supporting Evidence Package, p. 14; Regulation 5.5 at p. 16.

However, the Final Written Decision does not appear to make the factual findings necessary to explain why the prolonged use of estimates was appropriate under Regulation 5.1 in the circumstances of this particular account.

The decision explains the cumulative and self-reconciling nature of the meter. We do not dispute that principle. Once an actual meter reading is obtained, previous estimates can be reconciled mathematically against the cumulative reading.

But there are two distinct questions. The first is whether the eventual actual reading reconciles the earlier estimates. The second is whether Nova Scotia Power's continued reliance on estimated readings for the preceding months was itself consistent with Regulation 5.1. The second question remains unresolved.

The Final Written Decision does not determine:

- why actual readings were not reasonably possible for such an extended period;
- what efforts Nova Scotia Power made to obtain actual readings;
- what circumstances prevented those readings;
- what information was used to calculate the estimates;
- whether actual meter information became available during the estimated period; or
- why estimated billing continued if actual information was available.

Reconciliation explains the mathematical consequence of an estimate. It does not establish that the estimate, or the prolonged series of estimates, was properly made in the first place.

Physical Removal and Reinstallation of Meter [REDACTED]

The unanswered Regulation 5.1 question is particularly significant because Nova Scotia Power physically handled the meter during the estimated-billing period.

During the West Dalhousie wildfire response, Nova Scotia Power physically removed meter [REDACTED] from the property and subsequently returned and reinstalled that same meter when service was restored.

This fact was specifically brought to the DRO's attention before the Final Written Decision was issued. We asked what readings were recorded when the meter was removed and reinstalled and why estimated readings continued despite Nova Scotia Power personnel physically attending the property and handling the meter.

Those questions were not answered. No finding was made concerning:

- the date and time of removal;
- the cumulative reading at removal;
- whether the meter was inspected, tested, read or verified at removal;
- the date and time of reinstallation;
- the cumulative reading at reinstallation;
- whether the meter was inspected, tested, read or verified at reinstallation;
- the associated work orders or field records; or

- whether actual meter information obtained during those events was available for billing.

We are not alleging that removing or reinstalling the meter caused the disputed consumption. The significance is evidentiary.

The DRO's decision relies heavily upon the continuity of the cumulative meter record. If that continuity is fundamental to attributing the entire 13,184 kWh advancement to the property, then the records created when Nova Scotia Power physically removed and reinstalled the meter during that interval are directly relevant. They could also provide an intermediate checkpoint capable of establishing when the extraordinary consumption accumulated.

Access Was Not an Ongoing Barrier

The property was not abandoned or inaccessible during the relevant period. We maintained access to and oversight of the property throughout the year. Contracted services, including lawn maintenance and snow removal, regularly attended the property.

Had Nova Scotia Power required access to obtain an actual reading, arrangements could have been made. More importantly, Nova Scotia Power itself physically attended the property and handled the meter.

If Nova Scotia Power relies upon inability to access the meter as justification for estimation, we respectfully ask the Board to require Nova Scotia Power to identify when access was attempted, what prevented access, what communication was made to us seeking access, and how that explanation is reconciled with Nova Scotia Power's physical removal and later reinstallation of the meter.

Material Customer Impact

The estimated billing was not without consequence.

If Nova Scotia Power's current position is accepted, extraordinary electricity consumption was accumulating during a period in which the bills being provided to us continued to reflect relatively modest estimates. Those estimates did not alert us that something had departed dramatically from the property's established pattern.

Had an actual reading revealed abnormal consumption earlier, we could have investigated the property, arranged electrical or other inspection, identified the cause and potentially mitigated further consumption.

A reconciliation performed months later cannot retrospectively restore the customer's opportunity to identify and mitigate abnormal consumption while it is occurring.

We do not suggest that Nova Scotia Power is responsible for appliances, wiring or other consumption occurring on the customer side of the meter. Our submission is narrower: if Nova Scotia Power did not properly apply its regulated meter-reading requirements, the consequences of that failure should be considered when determining the appropriate regulatory remedy.

Wildfire and Cybersecurity Context

We recognize that the West Dalhousie wildfire created exceptional operational circumstances. That circumstance should be considered, but it should not operate as an automatic or blanket justification for prolonged estimated billing.

The wildfire does not answer the meter-reading question. It creates an additional one because Nova Scotia Power physically removed and reinstalled this particular meter.

If Nova Scotia Power relies on the 2025 cybersecurity incident as an explanation for the estimated readings, we respectfully ask that it identify the specific impact of that incident on this account and explain why actual meter information could not otherwise reasonably have been obtained or used.

The Later Meter Test Does Not Cure the Historical Information Gap

The August 2026 test establishes that the meter was within prescribed accuracy tolerances when it was eventually tested. We accept that finding.

Nova Scotia Power meter-test letter: Supporting Evidence Package, p. 10.

However, it does not establish whether the meter was read when physically removed, whether it was read when reinstalled, whether an actual reading existed earlier, when the unusual consumption accumulated, why estimates continued, or whether the estimated-billing process complied with Regulation 5.1.

These are not alternative theories of meter malfunction. They are questions concerning the administration and evidentiary history of the account.

The Evidentiary Record Before the DRO Was Incomplete

During the DRO process, information relating to the meter history and the wildfire removal/reinstallation was specifically requested.

The DRO himself requested that Nova Scotia Power provide “relevant account statements, meter reading information, and relevant computerized notes or notices.”

The dispute process is governed by Regulation 6.4, reproduced at Supporting Evidence Package, p. 18.

The information subsequently provided included account billing records, a meter-read report and the later meter-test documentation. However, the material provided did not include the contemporaneous removal/reinstallation records or readings. Nor did it include the relevant computerized account notes concerning the June 18, 2026 complaint and resulting meter investigation.

The Final Written Decision does not indicate whether those records were obtained, were unavailable, do not exist, or were determined not to be relevant.

Despite that unresolved record, the DRO concluded that Regulation 5.1 had been appropriately applied. Respectfully, we ask the Board to determine whether that conclusion could properly be reached without first resolving those material factual questions.

Regulation 6.4 is also relevant to the completeness of the dispute investigation. That Regulation requires the disputed matter to be recorded and promptly investigated, the customer to be advised of the results, and an attempt to be made to resolve the matter informally. Material questions raised during the DRO process concerning the physical removal and reinstallation of meter [REDACTED] and the associated records remained unanswered when the Final Written Decision was issued. We respectfully ask the Board to consider whether the investigation of the disputed billing was sufficiently complete in those circumstances. (Supporting Evidence Package, p. 18.)

Regulation 5.5

We also ask the Board to determine the proper application of Regulation 5.5 to the June 2026 reconciliation.

Regulation 5.5, including the customer-underbilled provision, is reproduced at Supporting Evidence Package, p. 16.

We acknowledge Nova Scotia Power’s position that the 9,614 kWh represents reconciliation of estimates against the eventual actual cumulative meter reading. However, the account had also been materially underbilled relative to the eventual meter position for an extended period.

We therefore respectfully request that the Board determine whether the customer-underbilling provisions of Regulation 5.5 apply to any portion of the June 2026 adjustment. We do not assert that they necessarily do. If they do not, we ask the Board to expressly identify the regulatory basis upon which the reconciliation is distinguished from an underbilling adjustment for the purposes of Regulation 5.5.

Supporting Evidence Map

The principal supporting documents are contained in the attached Rendering Library evidence package.

References below correspond to the PDF page numbers in that package:

- Page 2 - August 2026 bill showing the June 30, 2026 actual reading of 29,397 and 149 kWh over 27 days.
- Page 4 - June 2026 reconciliation bill showing the June 3, 2026 actual reading of 29,248 and 9,614 kWh billed in the reconciliation period.
- Page 6 - June 2025 bill showing the June 4, 2025 actual reading of 16,064 and 1,222 kWh for that billing period.
- Page 10 - Nova Scotia Power letter dated August 21, 2026 confirming the meter tested within prescribed accuracy limits.
- Page 14 - Regulation 5.1, Meter Reading, including the requirements concerning actual readings, due diligence, estimated readings and subsequent adjustments.

- Page 16 - Regulation 5.5, Billing Adjustments, including the customer-underbilled provision.
- Page 18 - Regulation 6.4, Disputed Billing for Electric Service, including the investigation and DRO process.
- Page 22 - Nova Scotia Power statement of account / ledger.
- Page 24 - Nova Scotia Power account usage screen showing estimated/unread and actual meter entries for meter [REDACTED]

Records Requested

To properly determine the appeal, we respectfully request that the Board obtain or direct Nova Scotia Power to provide, where available:

- All work orders, service records and field records concerning the removal and reinstallation of meter [REDACTED]
- The dates and times of removal and reinstallation.
- The cumulative meter readings recorded at those events.
- Any record showing whether the meter was inspected, tested, read or verified at either event.
- Any available underlying or interval meter data capable of establishing when the unusual consumption accumulated.
- The reason actual readings were not obtained for each estimated billing period.
- Records documenting efforts made to obtain actual readings.
- The information used to calculate each estimate.
- Any communications sent to us seeking access to the meter.
- Relevant computerized notes concerning the June 18, 2026 complaint and resulting meter investigation.
- The specific impact, if any, of the cybersecurity disruption on meter information for this account.
- Nova Scotia Power's position concerning the application of Regulation 5.5 to the June reconciliation.

If records that would ordinarily document these events do not exist or cannot be produced, we respectfully request that Nova Scotia Power state that expressly.

Relief Requested

We respectfully ask the Board to determine whether Nova Scotia Power properly applied Regulation 5.1 during the prolonged period of estimated billing; whether actual readings were reasonably possible or became available during that period; whether actual meter information was obtained when Nova Scotia Power removed or reinstalled meter [REDACTED] whether all reasonably available meter information was appropriately used; whether Regulation 5.5 applies to any portion of the June 2026 reconciliation; whether the requirements of Regulation 6.4 were sufficiently satisfied in the investigation and resolution of the disputed billing; whether the evidence before the DRO was sufficient to support the conclusion that Nova Scotia Power appropriately billed the account; and what corrective remedy is appropriate if the applicable Regulations were not properly followed.

We are not seeking general damages outside the Board's jurisdiction. We are seeking a practical and final regulatory resolution.

If the Board determines that Nova Scotia Power did not properly apply the applicable Regulations, we respectfully request an appropriate account adjustment or other corrective remedy within the Board's authority, taking into account the consequences of the prolonged estimated billing and the resulting loss of an opportunity to identify abnormal consumption earlier.

Conclusion

The original dispute was characterized as a consumption dispute. The technical meter-accuracy component of that dispute has now been resolved, and we accept the meter-test result.

What remains is a different question.

Nova Scotia Power estimated this active, non-seasonal account for an extended period. Those estimates did not reveal the extraordinary consumption Nova Scotia Power now says was accumulating. During that same period, Nova Scotia Power physically removed and later reinstalled meter # [REDACTED]. The records and readings associated with that intervention have not been produced or addressed.

The DRO explained why the eventual actual reading reconciles the preceding estimates. That answers the arithmetic.

Respectfully, it does not answer why actual readings were not obtained earlier, what Nova Scotia Power recorded when it physically removed and reinstalled the meter, whether actual information was available and, if so, why it was not used, or whether the prolonged use of estimates complied with Regulation 5.1.

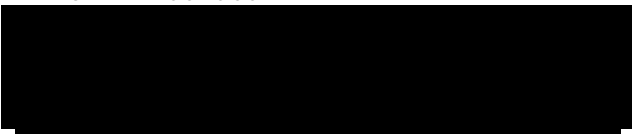
Those questions should be determined before the regulatory handling of this account is considered complete.

We therefore respectfully request that the Board review the DRO's Final Written Decision, obtain the outstanding evidence, determine whether Regulations 5.1 and 5.5 were properly applied and whether the dispute process under Regulation 6.4 was sufficiently completed, and direct an appropriate corrective remedy if they were not. The supporting evidence cited throughout this submission is contained in the attached Rendering Library evidence package.

Respectfully submitted,

Julie Bibby-MacNabb

Berin W MacNabb



Rendering Library

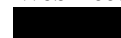
Appellants	Julie Bibby-MacNabb and Berin W MacNabb
Nova Scotia Power Account	
Service Address	
Meter	
Date of Submission	September 3, 2026
Supporting Evidence Package	Rendering Library.pdf (25 pages)



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
Any questions? Please call us at 1-800-428-6230
Weekdays 8am-6pm
www.nspower.ca

1

Web Access #



*Cyber incident
update:
visit nspower.ca*

Account Number [REDACTED] Amount due Jul 25 \$332.08

BERIN W MACNABB

Domestic

Service from Apr 03 to Jun 04, 2025



Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
[REDACTED]	02B	62	16064.00	14842.00	1	1222

Your meter was read on Jun 04, 2025

Billing date Jun 10 Includes payments received by Jun 10

Amount owing from last bill 53.66
Balance owing after last payment \$53.66

Energy charges:

Base Charge \$19.17/month 38.34
Energy 1222 kWh x \$0.18561 226.82
Total energy charges 265.16

Other charges

Tax: HST (11931 4938 RT) 37.12
Provincial Rebate -23.86
Total other charges 13.26

Total amount due \$332.08

Amount due Jul 25, 2025 \$332.08

Interest on overdue amounts is calculated at 1.5 % per month
or part thereof (19.56%) per annum).

Your average cost of
electricity during this
period was \$4.28
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Jun 25	1222	62	19.7
Apr 25	82	59	1.4
Feb 25	717	61	11.8
Dec 24	998	62	16.1
Oct 24	814	58	14.0
Aug 24	955	62	15.4
Jun 24	1884	62	30.4

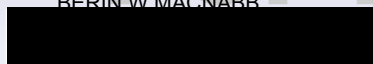


Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number [REDACTED] Amount due Jul 25 \$332.08

Enter payment amount

BERIN W MACNABB



For Electronic
Payments Only



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
Any questions? Please call us at 1-800-428-6230
Weekdays 8am-6pm
www.nspower.ca

1

Web Access #
4359568-5

Account Number 2134551-7 Amount due Jul 13 \$1,934.54

BERIN W MACNABB

Service address

5695 WEST DALHOUSIE RD
CARLETON CORNER, NS

Domestic

Service from Apr 13 to Jun 03, 2026

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2279206	02B	51	29248.00	19634.00	1	9614

Your meter was read on Jun 03, 2026

Billing date Jun 11 Includes payments received by Jun 11

Amount owing from last bill	84.60	
Payment received May 04 - Thank you	-84.60	
Balance owing after last payment		\$.00

Energy charges:

Base Charge \$19.17/month	10.86	
Base Charge \$20.08/month	22.76	
Energy @ \$0.18187/kWh	582.89	
Energy @ \$0.19128/kWh	1,225.91	
Total energy charges		1,842.42

Other charges

Tax: HST (11931 4938 RT)	257.94	
Provincial Rebate	-165.82	
Total other charges		92.12

Total amount due \$1,934.54

Amount due Jul 13, 2026 \$1,934.54

IMPORTANT: We are not applying late fees or penalties on outstanding balances. Learn more nspower.ca/billing

Rates changed
May 1, 2026
visit nspower.ca/rates

Your average cost of
electricity during this
period was \$36.13
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Jun 26	9614	51	188.5
Apr 26	254	62	4.1
Feb 26	419	63	6.7
Dec 25	779	61	12.8
Oct 25	150	127	1.2
Aug 25	1134	69	16.4
Jun 25	1222	62	19.7



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number 2134551-7 Amount due Jul 13 \$1,934.54

Enter payment amount

BERIN W MACNABB
1432 MARSHALL RD
KINGSTON NS B0P 1R0

For Electronic
Payments Only

21345517 000000193454 000000193454



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
Any questions? Please call us at 1-800-428-6230
Weekdays 8am-6pm
www.nspower.ca

2

Account Number	Amount due Jul 13	\$1 , 934 . 54
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BERIN W MACNABB
Service address

Domestic
Service from Apr 13 to Jun 03, 2026

We have reviewed the consumption on this bill and have found the high usage to be the result of previously estimated bill(s).



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
Any questions? Please call us at 1-800-428-6230
Weekdays 8am-6pm
www.nspower.ca

1

Web Access #
4359568-5

*Sign up for
paperless billing at
[nspower.ca/
paperless](http://nspower.ca/paperless)*

Account Number 2134551-7 Amount due Sep 11 \$1,648.90

BERIN W MACNABB

Service address

5695 WEST DALHOUSIE RD
CARLETON CORNER, NS

Domestic

Service from Jun 03 to Jun 30, 2026

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2279206	02B	27	29397.00	29248.00	1	149

Your meter was read on Jun 30, 2026

Billing date Aug 12 Includes payments received by Aug 12

Amount owing from last bill	1,934.54	
Payment received Jul 02 - Thank you	-134.54	
Payment received Jul 22 - Thank you	-200.00	
Balance owing after last payment		\$1,600.00

Energy charges:

Base Charge \$20.08/month	18.07
Energy 149 kWh x \$0.19128	28.50

Total energy charges 46.57

Other charges

Tax: HST (11931 4938 RT)	6.52
Provincial Rebate	-4.19
Total other charges	2.33

Total amount due \$1,648.90

Amount due Sep 11, 2026 \$1,648.90

IMPORTANT: We are not applying late fees or penalties on outstanding balances. Learn more nspower.ca/billing

Your average cost of
electricity during this
period was \$1.72
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Aug 26	149	27	5.5
Jun 26	9614	51	188.5
Apr 26	254	62	4.1
Feb 26	419	63	6.7
Dec 25	779	61	12.8
Oct 25	150	127	1.2
Aug 25	1134	69	16.4



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number 2134551-7 Amount due Sep 11 \$1,648.90

Enter payment amount

BERIN W MACNABB
1432 MARSHALL RD
KINGSTON NS B0P 1R0

For Electronic
Payments Only

21345517 000000164890 000000164890

[REDACTED]

[REDACTED]

[REDACTED]

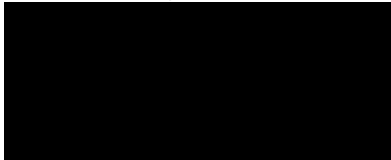
[REDACTED]

[REDACTED]

[REDACTED]

August 21, 2026

Julie Bibby-MacNabb



Dear Julie Bibby-MacNabb,

Re: Account No. [REDACTED]

Meter No. [REDACTED]

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 or emailing home@nspower.ca. 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,

Comments Screen Inquiry Mode - -

File Edit Functions Help

Comments Screen Inquiry Mode

Equip Type	MTRE	Equip ID	2279206
Date	2026/08/20	Op Code	TEST

HISTORY RECORD ADDED ; METER TGESTED OK

OK Cancel

Comme y Mode - -

File Edit

Comments Screen Inquir Mode

Equip ID 2279206

OK Cancel

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

FileEditFunctionsHelp

Electric Meter Test Results - Screen One

Equip TypeMTRE

Equip ID2279206

Date2026/08/2017

Op CodeTEST

Tester's User IDAG431

Standard Code

As Found kWh29397.00

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

Equip ID

2279206

Date

2026/08/20

17

Op Code

TEST

FLSASFKWH

+0.06

FLSASFKQH

FLAASFKWH

FLAASFKQH

FLCASFKWH

FLCASFKQH

FLBASFKWH

FLBASFKQH

LLSASFKWH

+0.07

LLSASFKQH

LLAASFKWH

LLAASFKQH

LLCASFKWH

LLCASFKQH

LLBASFKWH

LLBASFKQH

PFSASFKWH

0

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
Equip ID	2279206
Date	2026/08/20 17
Op Code	TEST
Creep Test Performed	☒
Dial Check Performed	☒
Phase Test Performed	☐
Short Test Performed	☐
Hand Test Performed	☒
Replace Up Bearing	☐
Replace Lower Bearin	☐
Replaced Disk	☐
Replaced Base	☐
Replaced Cover	☐
Replaced Register	☐
Replaced Idle Pointe	☐
Replaced Battery	☐
Replaced Thermal elm	☐
As Left kWh	29398.00
Delete	
OK Cancel	

Account Usage Info. kWh/kVa * - CIS1310 - *** NOVA SCOTIA POWER INC. ***

File Edit Functions Go Path Help

Path Account # Name MACNABB, BERIN W

Usage Info Usage Hist Comp Usage Hist Comp

Premises # Bill Date

Meter # Utility Display Billed Usage Yes No

Bill Date	Utl	Meter #	Read Date	U/R	Reading	Actual Usage
2026/08/12	E		2026/06/30	R	29397.00	149.00
2026/06/11	E		2026/06/03	R	29248.00	9614.00
2026/04/13	E		2026/04/13	U	19634.00	254.00
2026/02/10	E		2026/02/10	U	19380.00	419.00
2025/12/09	E		2025/12/09	U	18961.00	779.00
2025/10/09	E		2025/10/09	U	18182.00	984.00
2025/10/09	E		2025/08/12	U	17198.00	1134.00-
2025/08/12	E			U	.00	1134.00
2025/06/10	E		2025/06/04	R	16064.00	1222.00
2025/04/09	E		2025/04/03	R	14842.00	82.00
2025/02/11	E		2025/02/03	R	14760.24	717.00
2024/12/10	E		2024/12/04	R	14043.00	998.00

Refresh Select

OK Cancel



Account Usage Info. kWh/kVa * - CIS1310 - *** NOVA SCOTIA POWER INC. ***

File Edit Functions Go Path Help

Path [] Account # [] Name MACNABB, BERIN W

Usage Info | Usage Hist Comp | Usage Hist Comp

Premises # [] Meter # [] Utility ☐ Display Billed Usage ☒ Yes ☐ No

Bill Date	Utl	Meter #	Read Date	U/R	Reading	Actual Usage
2022/10/13	E		2022/10/11	R	5428.00	805.00
2022/08/10	E		2022/08/05	R	4623.00	681.00
2022/06/10	E		2022/06/03	R	3942.00	514.00
2022/04/11	E		2022/04/05	R	3428.00	35.00
2022/02/09	E			U	.00	312.00
2021/12/09	E		2021/12/03	R	3081.00	736.00
2021/10/12	E		2021/10/06	R	2345.00	897.00
2021/08/11	E		2021/08/09	R	1448.00	1061.00
2021/06/09	E		2021/06/08	R	387.00	387.00
2021/04/13	E		2021/04/07	R	.00	.00
2021/02/09	E		2021/02/03	R	.00	.00
2021/02/09	E		2021/01/18	R	5834.00	103.00

Refresh Select

OK Cancel







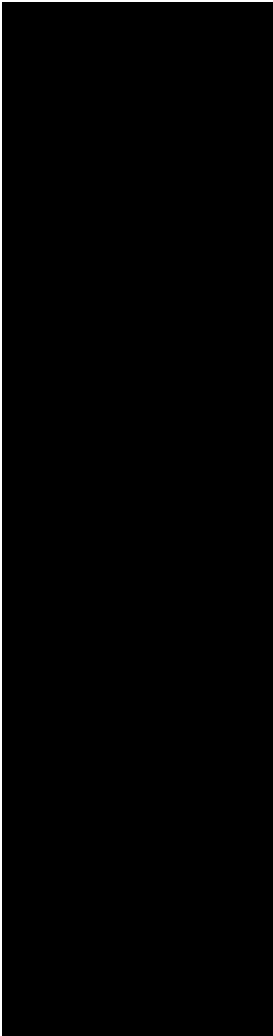
Statement of Account / Customer / Premises

Customer BERIN W MACNABB

Service address

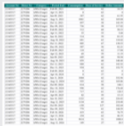
2026-08-12	CHG	\$48.90	\$1,648.90
2026-07-22	PAY	200.00CR	\$1,600.00
2026-07-02	PAY	134.54CR	\$1,800.00
2026-06-11	CHG	\$1,934.54	\$1,934.54
2026-05-04	PAY	84.60CR	\$0.00
2026-04-13	CHG	\$88.75	\$84.60
2026-02-13	PAY	125.00CR	4.15CR
2026-02-10	CHG	\$120.85	\$120.85
2026-01-20	PAY	100.00CR	\$0.00
2025-12-17	PAY	4.09CR	\$100.00
2025-12-17	PAY	87.99CR	\$104.09
2025-12-09	CHG	\$192.08	\$192.08
2025-11-26	PAY	11.02CR	\$0.00
2025-10-09	CHG	\$11.02	\$11.02
2025-10-02	PAY	186.27CR	\$0.00
2025-08-20	PAY	75.00CR	\$186.27
2025-08-12	CHG	\$261.27	\$261.27
2025-08-05	PAY	100.00CR	\$0.00
2025-07-21	PAY	150.00CR	\$100.00
2025-07-17	PAY	22.08CR	\$250.00
2025-06-23	PAY	60.00CR	\$272.08
2025-06-10	CHG	\$278.42	\$332.08
2025-04-09	CHG	\$56.15	\$53.66
2025-03-17	PAY	170.00CR	2.49CR
2025-02-11	CHG	\$175.17	\$167.51
2025-01-09	PAY	225.00CR	7.66CR
2024-12-10	CHG	\$225.77	\$217.34
2024-10-17	PAY	200.00CR	8.43CR
2024-10-09	CHG	\$191.57	\$191.57
2024-08-27	PAY	200.00CR	\$0.00
2024-08-20	PAY	17.77CR	\$200.00
2024-08-12	CHG	\$217.77	\$217.77
2024-07-24	PAY	50.75CR	\$0.00
2024-07-17	LCG	\$0.75	\$50.75
2024-07-08	PAY	100.00CR	\$50.00
2024-06-25	PAY	150.00CR	\$150.00
2024-06-18	PAY	63.78CR	\$300.00
2024-06-11	CHG	\$389.87	\$363.78

2024-04-10	CHG	\$40.26	26.09CR
2024-03-18	PAY	100.00CR	66.35CR
2024-02-09	CHG	\$40.26	\$33.65



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Office Spreadsheet · 4 KB



Account No.	Meter No.	Category	Period End	Consumption	Days of Service	Dollar Amount
		kWh (Usage)	Feb 09, 2021	103	62	16.39
		kWh (Usage)	Apr 13, 2021	0	63	0
		kWh (Usage)	Jun 09, 2021	387	62	61.95
		kWh (Usage)	Aug 11, 2021	1061	62	169.84
		kWh (Usage)	Oct 12, 2021	897	58	143.59
		kWh (Usage)	Dec 09, 2021	736	58	117.82
		kWh (Usage)	Feb 09, 2022	312	68	50.33
		kWh (Usage)	Apr 11, 2022	35	55	5.68
		kWh (Usage)	Jun 10, 2022	514	59	83.35
		kWh (Usage)	Aug 10, 2022	681	63	110.42
		kWh (Usage)	Oct 13, 2022	805	67	130.53
		kWh (Usage)	Dec 09, 2022	507	56	82.21
		kWh (Usage)	Feb 09, 2023	110	62	17.84
		kWh (Usage)	Apr 12, 2023	69	59	11.19
		kWh (Usage)	Jun 09, 2023	605	60	98.94
		kWh (Usage)	Aug 10, 2023	859	60	140.48
		kWh (Usage)	Oct 12, 2023	880	62	143.92
		kWh (Usage)	Dec 11, 2023	934	62	152.75
		kWh (Usage)	Feb 09, 2024	0	63	0
		kWh (Usage)	Apr 10, 2024	0	57	0
		kWh (Usage)	Jun 11, 2024	1884	62	332.96
		kWh (Usage)	Aug 12, 2024	955	62	169.06
		kWh (Usage)	Oct 09, 2024	814	58	144.1
		kWh (Usage)	Dec 10, 2024	998	62	176.68
		kWh (Usage)	Feb 11, 2025	717	61	128.5
		kWh (Usage)	Apr 09, 2025	82	59	15.13
		kWh (Usage)	Jun 10, 2025	1222	62	226.82
		kWh (Usage)	Aug 12, 2025	1134	69	210.48
		kWh (Usage)	Oct 09, 2025	-150	127	182.64
		kWh (Usage)	Dec 09, 2025	779	61	144.59
		kWh (Usage)	Feb 10, 2026	419	63	76.75
		kWh (Usage)	Apr 13, 2026	254	62	46.19
		kWh (Usage)	Jun 11, 2026	9614	51	1808.8
		kWh (Usage)	Aug 12, 2026	149	27	28.5

