



Julie Bibby-MacNabb <juliemacnabb@gmail.com>

Q05658 Appeal of Final Written Decision of Dispute Resolution Officer – Nova Scotia Power Account [REDACTED]

3 messages

Penney, Nicole <Nicole.Penney@novascotia.ca>

Mon, Aug 31 at 11:08 AM

To: [REDACTED]

Cc: Wallace, Lisa <Lisa.Wallace@novascotia.ca>, Dispute Resolution Officer Don Farmer, P.Eng <nspdputeresolution@gmail.com>, Blake Williams <blake.williams@nspower.ca>, Carley Freeman <carley.freeman@nspower.ca>, Chris Lanteigne <chris.lanteigne@nspower.ca>, Jennifer Ross <jennifer.ross@nspower.ca>, Kathleen Murray <kathleen.murray@nspower.ca>, Lisa Forsey <lisa.forsey@nspower.ca>, Sofia Reiner <sofia.reiner@nspower.ca>, Sonia Liao <sonia.liao@nspower.ca>

Good morning,

The Board received your email stating that you wish to appeal the DRO decision. Before we can proceed with opening a matter you must submit your appeal and all documents through the portal at: [NS Power Complaints | Nova Scotia Energy and Regulatory Boards Tribunal](#)

Once the DRO has rendered their written decision, **you have 12 days from the date of the decision to appeal it to the Board.**

Please **attach** a copy of the DRO decision and any applicable documents when submitting your appeal online.

Once the Board receives your appeal through the secure portal a matter will be opened and assigned to a member.

Thank you,

NICOLE PENNEY (she/her)

Administrative Assistant to Lisa Wallace, Chief Clerk of the Board

Nova Scotia Energy Board

T 902 424 1332

TF 1 833 809 0040

Statement of Confidentiality

This message (including any attachments) may contain private or protected information meant for a specific person or organization.

If you received this by mistake, please let the sender know, do not communicate the content, and delete the email from your system.

Thank you.

From: Energy and Regulatory Boards Tribunal <Board@novascotia.ca>
Sent: August 31, 2026 9:01 AM
To: Wallace, Lisa <Lisa.Wallace@novascotia.ca>
Cc: Penney, Nicole <Nicole.Penney@novascotia.ca>
Subject: FW: Appeal of Final Written Decision of Dispute Resolution Officer – Nova Scotia Power Account [REDACTED]

From: Julie Bibby-MacNabb [REDACTED]
Sent: August 31, 2026 8:09 AM
To: Energy and Regulatory Boards Tribunal <Board@novascotia.ca>
Cc: Berin MacNabb [REDACTED]
Subject: Appeal of Final Written Decision of Dispute Resolution Officer – Nova Scotia Power Account 2134551-7

You don't often get email from [REDACTED]. [Learn why this is important](#)

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Exercise caution when opening attachments or clicking on links / Faites preuve de prudence si vous ouvrez une pièce jointe ou cliquez sur un lien

Subject: Appeal of Final Written Decision of Dispute Resolution Officer – Nova Scotia Power Account [REDACTED]

Dear Nova Scotia Energy Board,

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 the result of that test. I accept that the meter was found to be operating within prescribed accuracy limits when tested in August 2026, and I am not requesting an additional Measurement Canada test at this time.

My appeal is therefore not an attempt to relitigate the technical accuracy of the meter.

The issue I am asking the Board to review is different: whether Nova Scotia Power properly administered the meter reading and billing of this account during the prolonged period of estimated billing, whether Regulation 5.1 was properly applied in the circumstances of this account, and whether the evidentiary record was sufficiently complete to support the DRO's conclusion that the account had been appropriately billed.

Nova Scotia Power's records show an actual reading of **16,064 on June 4, 2025** and an actual reading of **29,248 on June 3, 2026**, an advancement of **13,184 kWh**. The intervening billing periods were based on estimates, and the June 2026 bill ultimately included a **9,614 kWh reconciliation**.

This was not a minor departure from the established consumption history of the property. The preceding 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** that prior comparable consumption.

The property is **not on seasonal service**. It is an active year-round account, including during periods when our use of the home is intentionally limited. The property is not heated during the winter. Historical electricity usage is therefore not merely a retrospective comparison; it is one of the practical ways we monitor the property during periods of reduced or interrupted use and identify unexpected consumption.

The estimated bills we received during the relevant period did not indicate that Nova Scotia Power now says extraordinary consumption was accumulating. For example, the estimated bills reflected 779 kWh in December 2025, 419 kWh in February 2026 and 254 kWh in April 2026. The April estimate represented approximately 4.1 kWh per day.

If significantly greater consumption was genuinely accumulating during those months, the billing information being provided to us did not reveal it. Had timely actual usage information shown a significant departure from the property's established pattern, we would have had the opportunity to investigate the property, arrange appropriate electrical or other service, identify the source of abnormal consumption and potentially mitigate further loss. By the time the June 2026 actual reading revealed the issue, that opportunity had passed.

The DRO's decision explains the cumulative and self-reconciling nature of electricity meters and identifies meter accuracy as the "acid test" in determining whether usage has been appropriately billed. I understand why the meter test was relevant to the original consumption dispute, and I accept its result.

However, the later meter test does not answer the separate regulatory question of whether Nova Scotia Power's prolonged reliance on estimated readings complied with Regulation 5.1.

The Final Written Decision concludes that, in the context of Regulations 5.1 and 5.5, Nova Scotia Power appropriately billed the account. Respectfully, it does not explain how Regulation 5.1 was satisfied in these particular circumstances. It does not determine why actual readings were not reasonably possible for such an extended period, what efforts were made to obtain actual readings, what circumstances prevented them, what information was relied upon in calculating the estimates, whether actual meter information became available during the estimated period, or why estimates continued if actual information was available.

The DRO explains how a later actual reading mathematically reconciles earlier estimates. I accept that principle. However, **reconciliation explains what happens after estimates have been made. It does not, by itself, establish that the continued use of those estimates was appropriate under Regulation 5.1 in the first place.**

That distinction is central to this appeal.

It is particularly significant because Nova Scotia Power physically handled the meter during the very period in which the account remained estimated.

During the West Dalhousie wildfire response, Nova Scotia Power physically removed meter # [REDACTED] from the property and subsequently reinstalled it when service was restored. I specifically brought this fact to the DRO's attention before

the Final Written Decision was issued.

I asked what readings Nova Scotia Power 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.

The Final Written Decision contains no finding as to when the meter was removed, what cumulative reading was recorded at removal, whether the meter was inspected, tested, read or otherwise verified at that time, when it was reinstalled, what cumulative reading was recorded at reinstallation, whether it was inspected or verified at that time, or what work orders, field records or service records document those events.

I am not alleging that the physical removal or reinstallation caused a meter malfunction. The relevance is evidentiary.

The DRO's reasoning relies substantially on the continuity of the cumulative meter record. If that cumulative history is central to substantiating the 13,184 kWh advancement, then contemporaneous records created when Nova Scotia Power physically removed and reinstalled that same meter during the intervening period are directly relevant. Those records may also provide an intermediate actual reading capable of helping establish when the extraordinary consumption accumulated.

Access to the property was not an ongoing barrier. We maintained access to and oversight of the property year-round, including through contracted lawn maintenance and snow removal. If arrangements for meter access had been required, they could have been made. More significantly, Nova Scotia Power itself physically attended the property and handled the meter during the estimated-billing period.

If Nova Scotia Power relies upon lack of access as an explanation for continued estimates, I respectfully ask that it identify the dates and nature of any access attempts, any communications sent to us requesting access, and how that explanation can be reconciled with its physical removal and subsequent reinstallation of the meter.

I recognize that the West Dalhousie wildfire created exceptional operational circumstances. I do not suggest otherwise. However, the wildfire does not itself answer whether prolonged estimated billing complied with Regulation 5.1. In fact, it raises an additional factual question because Nova Scotia Power physically removed and reinstalled this particular meter during that period.

If Nova Scotia Power relies on the 2025 cybersecurity incident as an explanation for the estimated readings, I 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.

During the DRO process, I also requested the records necessary to understand what occurred during the disputed period. The DRO requested from Nova Scotia Power "relevant account statements, meter reading information, and relevant computerized notes or notices."

The material subsequently provided included billing information, meter-reading information and the later meter-test documentation.

However, I have not been provided with the contemporaneous records relating to the physical removal and reinstallation of meter [REDACTED], nor the relevant computerized account notes concerning my June 18, 2026 complaint and resulting meter investigation.

The Final Written Decision does not state whether those records were obtained, whether they exist, whether they could not be produced, or whether they were considered unnecessary.

Respectfully, these are material evidentiary questions because they relate directly to what Nova Scotia Power knew, recorded, or could reasonably have known during the estimated-billing period.

I also respectfully ask the Board to clarify the application of Regulation 5.5 to the June 2026 reconciliation. I understand Nova Scotia Power's position that the 9,614 kWh represents the normal reconciliation of estimated readings against a later actual cumulative reading. However, the reconciliation followed an extended period during which the account was materially underbilled relative to the eventual cumulative meter position.

I therefore ask the Board to determine whether the customer-underbilling provisions of Regulation 5.5 apply to any portion of the June 2026 adjustment and, if not, the regulatory basis for treating the entire adjustment solely as an

estimate reconciliation. I am not asserting that the underbilling provisions necessarily apply; I am asking that the issue be expressly determined.

I respectfully ask the Board to obtain or direct Nova Scotia Power to provide the contemporaneous work orders, field records and service records relating to the wildfire removal and reinstallation of meter [REDACTED]; the dates, times and cumulative readings associated with those events; any inspection or testing records; any available interval or underlying meter information capable of identifying when the significant consumption accumulated; the reason actual readings were not obtained during the estimated periods; records documenting efforts to obtain actual readings; the information relied upon in calculating the estimates; any communications requesting meter access; the computerized notes concerning my June 18, 2026 complaint and resulting meter investigation; and Nova Scotia Power's position concerning the application of Regulation 5.5 to the June 2026 reconciliation.

If any of those records do not exist or cannot be produced, I respectfully ask that Nova Scotia Power confirm that expressly.

I am not seeking general damages outside the Board's jurisdiction. I am seeking a practical and final resolution.

I respectfully ask the Board to determine whether Nova Scotia Power properly applied Regulation 5.1 to this account, whether actual readings were reasonably possible or available earlier, whether actual meter information was obtained or available when Nova Scotia Power physically removed and reinstalled meter [REDACTED] whether available meter information was appropriately used, whether Regulation 5.5 applies to any portion of the June 2026 reconciliation, and whether the evidentiary record was sufficient to support the DRO's conclusion that Nova Scotia Power appropriately billed the account.

If the Board determines that 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**.

I also ask the Board to consider the practical consequence of the prolonged estimated billing when determining any remedy. If Nova Scotia Power's position is that substantial abnormal consumption genuinely accumulated over many months, the estimated bills provided to us did not reveal that fact while we still had an opportunity to investigate and potentially mitigate the loss.

The eventual reconciliation may correct the accounting between estimated and actual readings.

It cannot retrospectively restore the customer's lost opportunity to identify and address abnormal consumption while it was occurring.

My original complaint was characterized and decided as a consumption dispute. I accept the meter-test result that resolved the technical meter-accuracy component of that dispute.

However, that process has left a separate regulatory issue unresolved.

Nova Scotia Power estimated this active, non-seasonal account for an extended period. The estimates provided to us did not reveal the extraordinary consumption Nova Scotia Power now says was accumulating. Nova Scotia Power physically removed and subsequently reinstalled the meter during that same period, yet the readings and records associated with those events have not been produced or addressed.

The DRO explained how the eventual actual reading reconciled the previous estimates.

Respectfully, **that resolves the arithmetic and technical meter-accuracy issue. It does not resolve whether Nova Scotia Power properly applied Regulation 5.1 during the preceding estimated-billing period.**

That is the central issue I respectfully ask the Board to review.

I have attached the DRO's Final Written Decision and relevant supporting billing, meter and correspondence records. I would be pleased to provide any additional information the Board requires.

Thank you for your consideration.

Sincerely,

Julie Bibby-MacNabb

Nova Scotia Power Account: [REDACTED]
Service Address: [REDACTED]
Email: [REDACTED]
Telephone: [REDACTED]

----- Forwarded message -----

From: <nspdisputeresolution@gmail.com>

Date: Sat, Aug 22, 2026 at 10:16 AM

Subject: DRO Final Written Decision re Julie Bibby-MacNabb consumption dispute Account #2134551-7

To: [REDACTED]

CC: <customerrelations@nspower.ca>

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)

nspdisputeresolution@gmail.com

Julie Bibby-MacNabb

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 a "significant adjustment applied to my June 2026 bill" (11 June 2026 - \$1934.54 - ledger attached); that your Aug 2025 to April 2026 bills were based on estimated meter readings (reading record attached – "U" means unread); that your June 2026 bill was 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); that you indicate "The 9,614 kWh appearing on my June 2026 bill is the resulting reconciliation following several billing periods based on estimated readings."; that you indicate that you understand how the reconciliation is calculated; that "you indicate "My dispute is whether the underlying 13,184 kWh meter advancement

accurately represents electricity actually consumed at this property.”; that the premise is not heated over winter months; that you indicate that power to the premise was shut off for more than a month during the West Dalhousie fire; that you indicate a N.S.Power representative indicated “that someone would attend the property to inspect the meter and that it would be replaced if found to be faulty”; that I Instructed N.S.Power to test your serving meter for accuracy; and that test results indicate that meter [REDACTED] is operating within prescribed accuracy limits.

You are “asking Nova Scotia Power to substantiate that the apparent 13,184 kWh advancement between the two actual meter readings represents electricity actually consumed at this property.”

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

I Instructed N.S.Power to test your serving meter for accuracy; and that test results indicate that meter [REDACTED] is operating within prescribed accuracy limits.

Board approved Regulations relevant to this matter are 5.1, 5.5. 6.4 and 6.7 – copy attached. Also relevant and attached are the Electricity and Gas Inspection Act Regulations.

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. ($100 + 1400 = 1000 + 500$). 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 Oct and Dec 2025 periods was clearly lower than actual usage.

Meter test results indicate that meter [REDACTED] is operating within prescribed accuracy limits.

Final Written DRO Decision: In the context of Board approved Regulation 5.1 and 5.5, N.S.Power has appropriately billed the Customer for service to [REDACTED] (Account # [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

PS

You may not accept the results of the N.S. Power meter test, as I have accepted them, and wish to have the meter tested by Measurement Canada.

Regulation 5.5 of the Regulations that govern N.S. Power's operations, as approved by the Board., stipulates that if a customer disputes the amount of electricity consumed from the meter, the following shall occur:

- a) Initiate a check on the meter reading to ensure the original reading was correct and advise the customer.
- b) If the customer is not satisfied, the Company shall do an "As found Meter Test" on the meter in the Company's Measurement Canada certified facility to verify the reading is within the allowed tolerances, and advise the customer of the results..
- c) If the customer is still not satisfied, the customer may request an independent meter test be performed by Industry Canada (Measurement Canada).

Steps (a) and (b), as well as a review of the matter by the DRO per Regulation 6.4, is hereby complete. Regulation 5.5 (c) indicates you may request the meter be tested by Measurement Canada. The Board may require you to complete the Measurement Canada test before considering or ruling on your appeal to this decision.

The local office of Measurement Canada can be contacted via : [File a measurement-related complaint](#) If you elect to proceed to Measurement Canada, they will upon receipt of your request, formalize a written process of notification to both you and N.S. Power to arrange to retrieve the disputed meter from N.S. Power for an official test. NSPI Regulation 6.7 titled Dispute Test, indicates that upon notice from Measurement Canada, N.S. Power will arrange to ship the disputed meter to Measurement Canada for testing. When testing is complete, a written report on findings will be provided by Measurement Canada to both N.S. Power and you - their Customer. If the meter is found to be accurate, N.S. Power will charge you a fee as outlined in the Board approved Schedule of Charges Section 7.1. The current fee is \$55.00 for a satisfactory meter test result. If the meter is found to be outside the allowable limits, Measurement Canada will provide details as to the level of inaccuracy for required account adjustment. In the latter case, the \$55.00 fee would not be charged.

From: Customer Relations <customerrelations@nspower.ca>

Sent: Friday, August 21, 2026 9:39 AM

To: nspdisputeresolution@gmail.com

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

Subject: RE: 13 Aug email to the DRO from Julie Bibby-MacNabb re Request for Review – Account [REDACTED] – Disputed 9,614 kWh Adjustment

Mr. Farmer,

The first attachment is a copy of the tests results on the meter that previously serviced the subject premises, Meter [REDACTED].

The second attachment is a letter to the customer advising of the results of the meter test.

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

Teri

From: Customer Relations <customerrelations@nspower.ca>

Sent: August 17, 2026 9:54 AM

To: nspdisputeresolution@gmail.com

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

Subject: RE: 13 Aug email to the DRO from Julie Bibby-MacNabb re Request for Review – Account [REDACTED] – Disputed 9,614 kWh Adjustment

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 between August 2025 and April 2026 were 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 June 2026 meter read was a true read and the bill was the reconciliation bill.

Meter # [REDACTED] has been removed and sent for accuracy testing. Once testing has been completed, results will be provided to both the DRO and the Customer.

NS Power will provide our position once the meter testing has been completed.

Teri

From: Julie Bibby-MacNabb [REDACTED]
Sent: August 14, 2026 12:43 PM
To: Customer Relations <customerrelations@nspower.ca>
Cc: nspdisputeresolution@gmail.com; Berin MacNabb [REDACTED]
Subject: Re: 13 Aug email to the DRO from Julie Bibby-MacNabb re Request for Review – Account [REDACTED] – Disputed 9,614 kWh Adjustment

****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.**

Hi Teri and Don,

I confirm that I provide my consent and permission for Nova Scotia Power to release all information and records related to the subject account to Don Farmer, Dispute Resolution Officer, for the purpose of his investigation.

Don, thank you as well for your response and for providing the applicable regulations.

I did want to clarify one point that may be relevant to the investigation. During the West Dalhousie wildfire in August 2025, Nova Scotia Power physically removed the meter from the property and subsequently reinstalled it when power was restored.

Given your explanation regarding the cumulative nature of meter readings, I would be interested to understand what readings were recorded when the meter was removed and reinstalled, and why estimated readings continued to be used during this period despite Nova Scotia Power personnel having been physically at the property.

Please also include **Berin MacNabb**, who is copied on this email, on all future correspondence regarding this matter.

Thank you,

Julie Bibby-MacNabb

On Fri, Aug 14, 2026 at 12:33 PM Customer Relations <customerrelations@nspower.ca> wrote:

Mr. Farmer,

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

Julie, 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: August 14, 2026 10:21 AM

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

Subject: 13 Aug email to the DRO from Julie Bibby-MacNabb re Request for Review – Account [REDACTED] – Disputed 9,614 kWh Adjustment

****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

Julie Bibby-MacNabb; N.S.Power Customer Relations

Julie

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.

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.

Attached Board approved Regulations 5.1, 5.5 ,6.4 and 6.7 are relative in 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: Julie Bibby-MacNabb [REDACTED]
Sent: Thursday, August 13, 2026 11:31 PM
To: nspdisputeresolution@gmail.com
Cc: Berin MacNabb [REDACTED]
Subject: Request for Review – Account [REDACTED] – Disputed 9,614 kWh Adjustment

Subject: Request for Review – Account [REDACTED] Disputed Electricity Consumption and Billing Adjustment

Hello,

I am requesting assistance with an unresolved billing dispute with Nova Scotia Power regarding **Account [REDACTED]** and the significant adjustment applied to my June 2026 bill.

Nova Scotia Power's billing records show an **actual meter reading of 16,064 on June 4, 2025** and an **actual meter reading of 29,248 on June 3, 2026**. This represents an apparent increase of **13,184 kWh between actual readings over approximately one year**. The **9,614 kWh appearing on my June 2026 bill** is the resulting reconciliation following several billing periods based on estimated readings.

I understand how the reconciliation was calculated. My dispute is whether the underlying **13,184 kWh meter advancement accurately represents electricity actually consumed at this property**.

For comparison, Nova Scotia Power's own billing history shows approximately **4,788 kWh across the six billing periods from August 2024 through June 2025**. The apparent 13,184 kWh recorded between the June 2025 and June 2026 actual readings is approximately **2.75 times the consumption reflected across those preceding billing periods**. There was no corresponding change in the use of the property that would reasonably account for an increase of this magnitude. The home is also **not heated during the winter months**.

There is another significant circumstance during the period in question. During the **West Dalhousie fires**, electrical service to this property was shut off for **more than one month**. Any assessment of consumption between the two actual readings must therefore account for the extended period during which electricity was not being supplied to the property.

This account is **not on seasonal billing**, yet following the June 2025 actual reading, multiple consecutive billing periods were based on estimated readings. Had the meter continued to be read at regular intervals, a significant departure from the property's established consumption could have been identified and investigated much earlier.

I contacted Nova Scotia Power on **June 18, 2026**, shortly after receiving the bill, and spoke with a representative for

approximately **34 minutes**. I explained that the consumption was completely inconsistent with the property's historical usage. My recollection is that the representative acknowledged that it appeared extremely unusual and advised that someone would attend the property to inspect the meter and that it would be replaced if found to be faulty.

I have not received the results of that investigation. Subsequent actual usage has returned to the property's normal range, making the significant increase during the period in question even more difficult to reconcile.

I am therefore requesting a comprehensive review, including:

1. The complete meter-reading history from **June 4, 2025 through June 3, 2026**, clearly identifying actual and estimated readings.
2. The underlying meter data in its **original available form**, including date/time stamps and daily, hourly or other available interval readings. Please distinguish information actually recorded or transmitted by the meter from any estimated, substituted, reconstructed or calculated consumption used for billing.
3. If underlying or interval data is unavailable for any portion of this period, identification of the **specific dates for which data is unavailable and the reason it is unavailable**.
4. Available meter and outage records covering the **West Dalhousie fire period**, including the dates electrical service to the property was interrupted and restored.
5. An explanation for why multiple consecutive estimated readings were used when this account is **not on seasonal billing**.
6. The results of the meter inspection or investigation initiated following my **June 18, 2026** call, including whether the meter was inspected or tested, the date this occurred and the findings.
7. An explanation, supported by the underlying meter records, of **when and how the apparent 13,184 kWh accumulated between the two actual readings**, given the property's established consumption history and the circumstances described above.

I will continue to pay for legitimate ongoing electricity consumption. However, I am formally disputing the **9,614 kWh reconciliation and resulting adjustment** while this matter is reviewed.

Ultimately, I am asking Nova Scotia Power to substantiate that the apparent **13,184 kWh advancement between the two actual meter readings represents electricity actually consumed at this property**. If that consumption cannot be reasonably substantiated by the underlying meter records, I am requesting that the disputed adjustment be corrected accordingly.

Nova Scotia Power has access to the complete billing, meter-reading and account history, including the records associated with my June 18, 2026 call. I am requesting that these records be reviewed as part of this dispute.

Thank you for your assistance. I look forward to receiving the results of the review and the supporting records.

Sincerely,

Julie Bibby-MacNabb

Account: [REDACTED]

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Julie Bibby-MacNabb [REDACTED]

Mon, Aug 31 at 5:33 PM

To: Berin MacNabb [REDACTED]

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Julie Bibby (Berin MacNabb) Meter Test Results.pdf, Julie Bibby (Berin MacNabb) Meter Test results letter .pdf, NEW Electricity and Gas Inspection Act Regulations - Copy.pdf, Regulation 5.1 Estimated Readings - Copy.pdf, Regulation 5.5 - Copy.pdf, Regulation 6.4 - Copy - Copy.pdf, Regulation 6.7 - Copy.pdf, Julie Bibby (Berin MacNabb) Ledger Copy.pdf, Julie Bibby (Berin MacNabb) Meter Reads Copy.pdf

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