



September 22, 2026

REDACTED

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

Re: M13075 – DRO Appeal – Berin MacNabb

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated September 8, 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 Tuesday, September 22, 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 the appellant [Berin MacNabb].

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

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

- June 11, 2026 – NS Power noted on the customer's account that their June 11, 2026 bill was a catch-up bill, confirming the customer's last true read was taken in June 2025. This is referenced on page 1 of 5 in **Confidential Attachment 2**.
- June 18, 2026 – Ms. Bibby-MacNabb contacted NS Power regarding their June 2026 bill. NS Power reviewed the account and advised that it was a catch-up

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bill. The representative noted that the last read was in June 2025 and again in June 2026, resulting in 13,184 kWh of usage over the full-service period. Ms. Bibby-MacNabb stated that power had been shut off due to a fire in August and September. The representative attempted to explain the catch-up bill, and Ms. Bibby-MacNabb requested to speak with a supervisor. This is referenced on page 2 of 5 in **Confidential Attachment 2**.

The call was subsequently transferred to an NS Power supervisor, at which time Ms. Bibby-MacNabb expressed concern that their meter may have been damaged during the wildfire. In response, NS Power arranged for the meter to be exchanged and tested and advised the customer that she would be contacted once the testing results were available. This is referenced on pages 3 to 4 of 5 in **Confidential Attachment 2**.

- August 13, 2026 – Ms. Bibby-MacNabb contacted the DRO to formally dispute her June 2026 bill. She advised that, while she understood how the reconciliation had been calculated, she disputed whether the underlying consumption reflected by the June 2025 and June 2026 meter readings accurately represented electricity used at the property and requested a review of the account and meter records. This is referenced on pages 1 to 2 of 19 in the DRO file attached as **Confidential Attachment 1**.
- August 14, 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 pages 3 to 4 of 19 in the DRO file attached as **Confidential Attachment 1**.
- August 14, 2026 – Ms. Bibby-MacNabb provided consent for NS Power to release her account information to the DRO and advised that, during the West Dalhousie wildfire, the meter had been removed and subsequently reinstalled when power was restored. This is referenced on page 5 of 19 in the DRO file attached as **Confidential Attachment 1**.
- August 17, 2026 – NS Power provided its position to DRO, stating the following:

[...] 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.

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Meter #2279206 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.

NS Power attached the account ledger and meter reads for the subject account ([REDACTED]). This is referenced on pages 6 to 11 of 19 in the DRO file attached as **Confidential Attachment 1**.

- August 21, 2026 – NS Power provided the DRO with the meter test results for meter #2279206 and advised that it was NS Power’s position that the account had been billed appropriately. The meter test records indicate that the meter was tested and found to be operating within prescribed accuracy limits. This is referenced on page 12 of 19 in the DRO file attached as **Confidential Attachment 1**. The customer’s meter test results letter and documentation have been attached as **Confidential Attachment 5** and **Attachment 6**.
- August 22, 2026 – The DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

In the context of Board approved Regulation 5.1 and 5.5, N.S. Power has appropriately billed the Customer for service to [REDACTED]
[REDACTED]

This is referenced on pages 15 to 19 of 19 in the DRO file attached as **Confidential Attachment 1**.

- September 3, 2026 – Ms. MacNabb appealed the DRO’s decision with the NSEB.

NS Power agrees with the DRO’s decision that NS Power has appropriately billed Mr. MacNabb.

Following the cyber incident, NS Power was temporarily unable to access meter data, resulting in certain customer bills being based on estimated consumption. To ensure customers were billed based on actual energy usage as soon as practicable, NS Power implemented manual meter reading beginning in July 2025. Once actual readings were obtained, any discrepancies between estimated and actual usage were reconciled through adjustments on subsequent bills. As of March 31, 2026, meter connections to NS Power’s billing system have been restored to normal operation, and customer billing has returned to normal.

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The customer's August 2025, October 2025, December 2025, February 2026, and April 2026 bills were based on estimated consumption. On June 3, 2026, NS Power obtained an actual meter reading of 29,248. That reading exceeded the previous estimated reading of 19,634 and confirmed that the customer had consumed more electricity than had been captured by the earlier estimates. Accordingly, there was no overbilling resulting from those estimates that required reconciliation. The customer's invoices have been attached as **Confidential Attachment 3**.

Because the bills issued during this period were based on estimated consumption, those invoices did not necessarily reflect the customer's actual electricity usage during each individual billing period. When the actual meter reading was obtained in June 2026, the account was automatically reconciled based on the cumulative meter reading recorded on the meter. As a result, the higher consumption reflected on the June 2026 bill likely included electricity consumed during earlier periods that had not been fully captured by the estimated bills.

The Company sincerely apologizes for any confusion arising from the estimated billing and subsequent reconciliation process. NS Power remains willing to work with the customer to establish a reasonable payment arrangement for the outstanding balance. Should Mr. MacNabb wish to explore this option, NS Power would be pleased to arrange for a representative to contact him directly.

On August 21, 2026, NS Power's Measurement Canada accredited testing facility confirmed that the customer's meter (#2279206) was operating within prescribed accuracy limits. The test results letter and documentation have been attached as **Confidential Attachment 5** and **Attachment 6**. Although the customer expressed concern that the meter may have been affected by the West Dalhousie wildfire, the testing identified no evidence that the wildfire affected the meter's accuracy.

As noted in the letter, the customer may request additional independent testing by Measurement Canada within six months of the date of the letter, subject to an applicable fee of \$55.00. Contact information for initiating such a request is provided therein. If the meter is subsequently confirmed to be accurate, the customer is responsible for the fee. If the meter is found to be outside the allowable limits, the \$55.00 fee will be credited to the customer's account.

NS Power's role is to deliver electricity to the metering point and does not extend to how energy is consumed on the customer's premises. A customer's usage is a function of lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors beyond NS Power's control (for example, outside temperatures, including extreme temperatures and fluctuating temperatures, faulty wiring, ground faults, or theft of power). For further guidance on reducing energy consumption, NS Power encourages the customer to contact Efficiency Nova Scotia.

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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 Mr. MacNabb by e-mail.

Yours truly,



Kathleen Murray
Regulatory Counsel

Encl.

c. Mr. Berin MacNabb

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

MacNabb DRO Appeal Confidential Attachment 3 has been removed due to confidentiality.

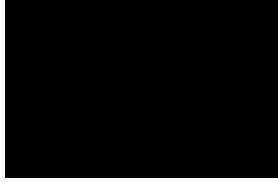
REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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



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

August 21, 2026



Dear Julie Bibby-MacNabb,

Re: Account No [REDACTED]
Meter No. 2279206

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,
Teri

Comments Screen Inquiry Mode - -

File Edit Functions Help

Comments Screen Inquiry Mode

Equip Type MTRE Equip ID 2279206

Date 2026/08/20 17 Op Code TEST

HISTORY RECORD ADDED ; METER TGESTED 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	2026/08/20 17
Equip ID	2279206	Op Code	TEST

Tester's User ID	AG431
Standard Code	
As Found kWh	29397.00
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	2026/08/20 17
Equip ID	2279206	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	Date	2026/08/20 17
Equip ID	2279206	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	29398.00
Replaced Disk	☐		

Delete

OK Cancel