



DRO 14 Sept POST DRO Final Written Decision re Stephanie Jamieson billing dispute

From Don Farmer <donfarmer100@gmail.com>

To NSP Customer Relations <customerrelations@nspower.ca>; Stephanie Jamieson
[REDACTED]

N.S.Power Customer Relations

Please forward a hard copy of the following DRO Decision, and its attachments, to the Customer via regular mail.

Do Farmer, P.Eng.
Dispute Resolution Officer

From: Stephanie Jamieson [REDACTED]

Sent: Monday, September 14, 2026 12:33 PM

To: Don Farmer <donfarmer100@gmail.com>

Subject: Re: DRO Final Written Decision re Stephanie Jamieson billing dispute

Hello Don,

Is the email your official written decision or is their a formal document pending?

Stephanie Jamieson

From: Don Farmer <donfarmer100@gmail.com>

Sent: September 11, 2026 11:09 AM

To: [REDACTED]

Cc: NSP Customer Relations <customerrelations@nspower.ca>

Subject: DRO Final Written Decision re Stephanie Jamieson billing dispute

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

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

nspdissputeresolution@gmail.com

Staphanie Jamieson

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]; that you are disputing your 2 July 2026 outstanding balance of \$3829.77 (ledger attached); that you are a single Mom of two; that you have been on Equal billing of \$100.00 per month; that you have paid \$3500.00 and have asked to be removed from Equal Billing; that N.S.Power indicate "The equal monthly billing plan was removed from the subject account effective August 12, 2026." ;that your outstanding balance as of 31 Aug is \$627.85;that you are "concerned about the billing history following Nova Scotia Power's April 25, 2025 cybersecurity incident, which affected the company's ability to receive meter data and resulted in estimated billing."; that your May, July and Sept 2025 bills were based on estimated meter readings; that all meter readings since Sept 2025 have been actual readings (reading record attached –"U" means unread); that once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled (see more detailed explanation below) that N.S.Power indicate "Due to the cyber incident the mid-year July 2025 and January 2026 review and update of equalized monthly payment amounts did not occur as usual. This required 12 months of usage data to base the account review on. The mid-year 2026 review was completed and based on Ms. Jamieson's usage, her Budget amount did increase from \$102 per month to \$385 per month."; that you indicate "I understand that the heat pump would move some of my heating consumption from oil to electricity. My concern is whether the **magnitude of the increase in electricity consumption** is reasonably explained by the heat pump."; that you indicate "the EnerGuide reports do support that the heat pump would increase electricity consumption."; that N.S..Power offered you two payment plan options; that you indicated "and you indicate "My concern is making sure the balance and proposed monthly payment accurately reflect **actual consumption and the circumstances that led to the accumulated balance.**" and you indicate "I do not wish to enter into a Budget Settlement Agreement until I have received the above information and have had an opportunity to review the calculation of the outstanding balance.

Board approved Regulations relevant to this matter are 5.1, 5.3, 6.4 and 6.5 – copy attached.

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.

Final Written DRO Decision : In the context of Board approved Regulation 5.1 and 5.3 N.S.Power has appropriately billed the Customer for service to [REDACTED]. [REDACTED] The Customer should contact N.S.Power directly if she wishes to return to Equal Billing or enter into a Payment Arrangement.

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

From: Stephanie Jamieson
Sent: Wednesday, September 09, 2026 2:34 PM
To: Customer Relations; nspdisputeresolution@gmail.com
Subject: Fw: Re: DRO 3 Sept re Stephanie Jamieson billing dispute

Thank you for the explanation. I understand that the heat pump would move some of my heating consumption from oil to electricity. My concern is whether the **magnitude of the increase in electricity consumption** is reasonably explained by the heat pump.

The two EnerGuide assessments (attached) provide some important hard numbers:

Before the heat pump — December 2024

- Rated annual energy consumption: **154 GJ**
- Oil: **111 GJ**
- Electricity: **43 GJ**
- Energy intensity: **0.64 GJ/m²/year**

After the heat pump — May 2025

- Rated annual energy consumption: **63 GJ**
- Electricity: **63 GJ**
- Energy intensity: **0.26 GJ/m²/year**

The math is significant:

154 GJ – 63 GJ = 91 GJ reduction

That is approximately a **59% reduction in total modeled annual energy consumption**.

At the same time, the electricity component went from **43 GJ to 63 GJ**:

63 GJ – 43 GJ = 20 GJ increase in modeled electricity use

So, the EnerGuide reports do support that the heat pump would increase electricity consumption. However, they also show that the home's **total modeled energy consumption decreased by 91 GJ**, while the modeled increase in electricity was **20 GJ**.

I recognize that EnerGuide is a standardized model and does not predict actual utility bills. I am not presenting these numbers as a calculation of what my NS Power bill should be. I am asking that they be considered when assessing NS Power's explanation that the heat pump accounts for the magnitude of the increase in my electricity usage.

I would respectfully ask the mediator to consider:

1. **The 59% reduction in modeled total energy consumption after the heat pump was installed;**
2. **The modeled electricity increase of 20 GJ, compared with the 91 GJ reduction in total energy consumption;**

3. The fact that my Equal Billing amount remained around **\$102/month** while the scheduled reviews were missed during the cybersecurity disruption, and was not adjusted based on my actual usage until 2026;
4. Whether the resulting balance is therefore partly the result of the delayed adjustment rather than simply an unexpected increase caused by the heat pump.

I understand that I am responsible for electricity I actually used. My concern is making sure the balance and proposed monthly payment accurately reflect **actual consumption and the circumstances that led to the accumulated balance**.

Thank you for considering this as part of the dispute review.

Stephanie

From: Customer Relations <customerrelations@nspower.ca>

Sent: September 8, 2026 2:29 PM

To: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>

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

Subject: RE: DRO 3 Sept re Stephanie Jamieson billing dispute

Mr. Farmer,

NS Power notes that a heat pump was installed at the property in April 2025. If the previous heating source was not electric, this would cause a difference in electricity usage.

NS Power provides the following answers:

1. Equal Billing calculation

Please provide the calculation used to establish my original approximately \$102 Equal Monthly Billing amount when I moved into the property in October 2024, including the historical annual kWh usage on which that amount was based.

The Equal Monthly Billing (budget) amount for Ms. Jamieson was established at \$166.00 per month for November and December 2024. This amount was based on the property's historical electricity consumption of 9,393 kWh during the period from January 2023 to January 2024.

Nova Scotia Power calculates Equal Monthly Billing by estimating the annual electricity cost and dividing it into 12 equal monthly payments. The calculation is as follows:

$$9,393 \text{ kWh} \times \$0.17703 = \$1,662.84 \text{ annual energy cost}$$

$$\$1,662.84 \div 12 = \$138.57 \text{ monthly energy cost}$$

$$\$138.57 + \$19.17 \text{ monthly base charge} = \$157.74$$

$$\$157.74 \times 1.05 = \$165.63$$

The factor of 1.05 reflects the combined impact of applicable taxes and government rebates.

The resulting monthly amount of \$165.63 was rounded to \$166.00 per month.

Please also provide the calculation used for the January 2025 Equal Monthly Billing review.

The budget amount for Ms. Jamieson was established at \$102.00 per month in January 2025. This amount was calculated using the same methodology as outlined above and was based on 5,247 kWh of electricity consumption during the period from January 2024 to January 2025.

The calculation is as follows:

$$5,247 \text{ kWh} \times \$0.18094 = \$949.79 \text{ annual energy cost}$$

$$\$949.79 \div 12 = \$79.15 \text{ monthly energy cost}$$

$$\$79.15 + \$19.17 \text{ monthly base charge} = \$98.32$$

$$\$98.32 \times 1.05 = \$103.24$$

Based on this calculation, the Equal Monthly Billing amount would have been \$103.00 per month when rounded to the nearest dollar. However, because the account had a credit balance of approximately \$60.00, the monthly payment was adjusted downward and set at \$102.00 per month.

2. Effect of the missed reviews

Please confirm what my Equal Monthly Billing amount would have been if the normal July 2025 and January 2026 reviews had occurred.

In other words, please provide the amounts that would have been recommended at those two reviews based on the available consumption data at the time.

Nova Scotia Power is unable to determine what Ms. Jamieson's Equal Monthly Billing amount would have been during the July 2025 mid-year review, as the meter readings for both May and July 2025 were estimated rather than actual reads.

In addition, mid-year reviews only result in an adjustment when there is a significant change in projected annual usage that would warrant a revision to the monthly payment amount.

Based on the estimated consumption available during 2025, together with the outstanding account balance at that time, Ms. Jamieson's Equal Monthly Billing amount for the January 2026 review would have been approximately \$359 per month.

3. Current monthly amount

Your correspondence states that my current Budget amount increased to \$385. However, when I spoke with Customer Service after making my \$3,000 and \$500 payments, I was told approximately \$345 and then approximately \$354 as my new monthly amount. I subsequently requested to be removed from Equal Billing.

Your proposed Budget Settlement Agreement now states that my current usage would require \$401/month, plus \$26/month toward the outstanding balance, for a total of \$427/month.

Please explain these different figures and provide the actual calculation supporting the current \$401/\$385 amount.

Using the same Equal Monthly Billing methodology outlined in Question 1, the monthly billing amount was calculated based on 22,755 kWh of electricity consumption during the period from July 2025 to July 2026.

The calculation is as follows:

$22,755 \text{ kWh} \times \$0.19128 = \$4,352.52 \text{ annual energy cost}$

$\$4,352.52 \div 12 = \$362.72 \text{ monthly energy cost}$

$\$362.72 + \$20.08 \text{ monthly base charge} = \$382.80$

$\$382.80 \times 1.05 = \$401.94$

This results in an Equal Monthly Billing amount of approximately \$402.00 per month when rounded to the nearest dollar. The calculated amount differs by approximately \$1.00 from the quoted amount of \$401.00, which may be attributable to minor variations in the consumption data, billing factors, or rounding applied during the calculation process.

In addition, the account had an outstanding balance of \$627.85. When spread over 24 months, this represents an additional \$26.16 per month.

Therefore:

- *Equal Monthly Billing amount: \$401.00 per month (quoted amount)*

- *Monthly arrears recovery amount: \$26.00 per month*
- *Total monthly payment: \$427.00 per month*

4. \$627.85 balance

I have now paid \$3,500 toward the account, consisting of a \$3,000 payment and a \$500 payment in August. Your ledger confirms that these payments reduced the account balance to \$627.85.

Please provide a clear reconciliation showing how the \$627.85 was calculated after those payments.

This reconciliation is found in the ledger provided.

5. Meter readings

Thank you for confirming that the September 2025 reading was an actual meter reading and that the May and July readings were estimates. Please provide the actual meter readings and dates used to establish the September reconciliation, as well as the meter readings underlying the subsequent bills.

This is found in the meter read data provided.

6. Equal Billing cancellation

I specifically requested to be removed from the Equal Monthly Billing Plan after making the \$3,500 payment. Please confirm that this request has been processed and provide the effective date.

The equal monthly billing plan was removed from the subject account effective August 12, 2026.

Teri

From: Stephanie Jamieson <[REDACTED]>
Sent: September 3, 2026 3:01 PM
To: Don Farmer <nspdputerresolution@gmail.com>
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: Re: DRO 3 Sept re Stephanie Jamieson billing dispute

****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. **

Hello Don,

I don't agree with their assessment and options. My monthly bill going from \$100 to \$400 a month is an issue.

After your investigation let's look at the results and try again.

Stephanie Jamieson

On Sep 3, 2026, at 2:28 PM, Don Farmer <nspdisputeresolution@gmail.com> wrote:

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

nspdisputeresolution@gmail.com

N.S.Power Customer Relations, Stephanie Jamieson

N.S.Power

Please provide your comments/position on the Customers immediately following email.

Stephanie

Pleaese provide your comment/position on the 2 possible resolution options presented by N.S.Power.

Don Farmer. P. Eng,
Dispute Resolution Officer

From: Stephanie Jamieson [REDACTED]
Sent: Thursday, September 03, 2026 10:21 AM
To: Customer Relations <customerrelations@nspower.ca>; nspdisputeresolution@gmail.com
<nspdisputeresolution@gmail.com>
Subject: Re: DRO 1 Sept re Stephanie Jamieson re FORMAL BILLING DISPUTE

Thank you for providing the account ledger and meter information and for confirming the history surrounding the estimated meter readings.

I understand your explanation that the September 2025 bill showing 179 billed days was a reconciliation bill and that the May and July estimated billing periods were incorporated into that reconciliation.

However, I still have significant concerns regarding the accumulated balance and the Equal Monthly Billing amount that was established on my account.

Your response states that when I moved into the property in October 2024, my Equal Monthly Billing amount was calculated using the previous year's electricity usage at the property. You also state that the January update was again based on the previous year's usage and therefore would have reflected the previous occupant's consumption.

You further confirm that the normal July 2025 and January 2026 reviews of the Equal Monthly Billing amount did not occur because of the cyber incident, and that the mid-year 2026 review eventually increased my monthly Budget amount from \$102 to \$385 based on my actual usage.

I would like clarification on the following:

1. Equal Billing calculation

Please provide the calculation used to establish my original approximately \$102 Equal Monthly Billing amount when I moved into the property in October 2024, including the historical annual kWh usage on which that amount was based.

Please also provide the calculation used for the January 2025 Equal Monthly Billing review.

2. Effect of the missed reviews

Please confirm what my Equal Monthly Billing amount would have been if the normal July 2025 and January 2026 reviews had occurred.

In other words, please provide the amounts that would have been recommended at those two reviews based on the available consumption data at the time.

3. Current monthly amount

Your correspondence states that my current Budget amount increased to \$385. However, when I spoke with Customer Service after making my \$3,000 and \$500 payments, I was told approximately \$345 and then approximately \$354 as my new monthly amount. I subsequently requested to be removed from Equal Billing.

Your proposed Budget Settlement Agreement now states that my current usage would require \$401/month, plus \$26/month toward the outstanding balance, for a total of \$427/month.

Please explain these different figures and provide the actual calculation supporting the current \$401/\$385 amount.

4. \$627.85 balance

I have now paid \$3,500 toward the account, consisting of a \$3,000 payment and a \$500 payment in August. Your ledger confirms that these payments reduced the account balance to \$627.85.

Please provide a clear reconciliation showing how the \$627.85 was calculated after those payments.

5. Meter readings

Thank you for confirming that the September 2025 reading was an actual meter reading and that the May and July readings were estimates. Please provide the actual meter readings and dates used to establish the September reconciliation, as well as the meter readings underlying the subsequent bills.

6. Equal Billing cancellation

I specifically requested to be removed from the Equal Monthly Billing Plan after making the \$3,500 payment. Please confirm that this request has been processed and provide the effective date.

I do not wish to enter into a Budget Settlement Agreement until I have received the above information and have had an opportunity to review the calculation of the outstanding balance.

I am not disputing that electricity was consumed at the property. My concern is whether the Equal Monthly Billing amount was appropriately established and reviewed, particularly

given that it was initially based on the previous occupant's usage and the normal reviews were not completed during the cyber incident.

I would appreciate a written response to each of the above points before I make any decision regarding the proposed repayment options.

Thank you.

Stephanie Jamieson

From: Customer Relations <customerrelations@nspower.ca>

Sent: September 2, 2026 12:39 PM

To: nspdissputeresolution@gmail.com <nspdissputeresolution@gmail.com>

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

Subject: RE: DRO 1 Sept re Stephanie Jamieson re FORMAL BILLING DISPUTE

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 now been restored.

NS Power confirms that the customer's meter reads for May, July and September 2025 were estimated. Our customers will never pay for power they do not use. The September 2025 meter read was a true read and that bill was the reconciliation bill. All meter reads since September 2025 have been true reads and were either completed in person or via remote reads from the AMI meter. The reason the September 2025 invoice showed 179 days billing was due to the reconciliation. It is shown as being 179 billed days as the previous 126 billed days (the May and July bill amounts) were removed.

<image001.png>

<image002.png>

Ms. Jamieson moved to [REDACTED] in October 2024 and was set up on the Equal Monthly Billing Plan (Budget). This amount was calculated based on the past year of electricity use at the address. In January, when the Budget amount was updated, it again

was based on the past year of electricity use at the address. This would have been based on the previous occupant. Due to the cyber incident the mid-year July 2025 and January 2026 review and update of equalized monthly payment amounts did not occur as usual. This required 12 months of usage data to base the account review on. The mid-year 2026 review was completed and based on Ms. Jamieson's usage, her Budget amount did increase from \$102 per month to \$385 per month.

Ms. Jamieson made a \$3,000 payment and a \$500 payment in August and requested to be removed from the budget. Her outstanding balance remains as \$627.85.

It is NS Power's position that a couple of options can be provided for repayment on this balance.

Option 1:

Ms. Jamieson may be reinstated on the Equal Monthly Billing Plan, with the outstanding balance of \$627.85 spread over the next 24 months. This would be a Budget Settlement Agreement. Under this arrangement, her equal monthly payment would be \$427, consisting of \$401 for current usage and \$26 toward the outstanding balance. The amount would stay as \$427 for the duration of the 24 months. Once the 24 months expire, the January yearly review will again become effective and if there is any balance or credit owing, the Equal Monthly Payment amount will be adjusted accordingly.

Please note that if any payments are missed, the Budget Settlement Agreement will be cancelled, and regular collection activity will resume in accordance with company policy.

Option 2:

Alternatively, Ms. Jamieson may repay the outstanding balance through four equal payments of \$156.96 over a two-month period. The payment due dates would be:

- September 11
- September 25
- October 9
- October 23

Her next bill is scheduled to be generated approximately September 30 and will be due approximately October 30.

Teri

From: Stephanie Jamieson [REDACTED]
Sent: September 2, 2026 11:04 AM
To: Customer Relations <customerrelations@nspower.ca>
Cc: nspdisputeresolution@gmail.com; Customer Relations <customerrelations@nspower.ca>
Subject: Re: DRO 1 Sept re Stephanie Jamieson re FORMAL BILLING DISPUTE

****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.**

Hello,
Yes I give permission.
Stephanie Jamieson

On Sep 2, 2026, at 10:33 AM, Customer Relations
<customerrelations@nspower.ca> wrote:

Mr. Farmer,

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

Stephanie, 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: Stephanie [REDACTED]
Sent: September 1, 2026 3:02 PM
To: Don Farmer <nspdisputeresolution@gmail.com>; Customer Relations
<customerrelations@nspower.ca>
Subject: Re: DRO 1 Sept re Staphanie Jamieson re FORMAL BILLING DISPUTE

****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.**

Hello,
Thank you Don for reaching out. I have emailed NS Power to provide consent as requested and copied you on said email.

If there are any specific questions you have please let me know; in my previously forwarded email you will find my summary of the issues if you need any clarity do not hesitate to reach out.

Thank you for your assistance in this matter it's very much appreciated. I'm a single mom of two and a \$3500 deficit in my account came as a huge blow both financially and mentally. I did attempted to speak with NS Power customer service and they were unable to understand my issue when I asked

for the equal payment to be recalculated after the \$3500 payment stating that my monthly payment would still be \$345.

My current bill that I received today states I must pay \$627.85 by October 1, 2026. What is your recommendation for this transaction?

What is the typical timeline on having these matters reviewed and ruled?
What type of information do you look for?

Stephanie Jamieson

From: Don Farmer <nspdisputeresolution@gmail.com>

Sent: September 1, 2026 2:21 PM

To: [REDACTED]

Customer Relations <customerrelations@nspower.ca>

Subject: DRO 1 Sept re Staphanie Jamieson re FORMAL BILLING DISPUTE

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

nspdispute resolution@gmail.com

Stephanie Jamieson; N.S.Power Customer Relations

Stephanie

I do not have a record of earlier correspondence with you.

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, or by email at home@nspower.ca if

your email address is already on file with them, and give them your consent, to release your account information, to me. Alternatively, N.S.Power may contact you by email 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.

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

Sent: Tuesday, September 01, 2026 12:29 PM

To: nspdissputeresolution@gmail.com <nspdissputeresolution@gmail.com>;
Board@novascotia.ca <Board@novascotia.ca>

Subject: Re: FORMAL BILLING DISPUTE

Attached one year of invoices for review.

Stephanie Jamieson

From: Stephanie Jamieson [REDACTED]

Sent: September 1, 2026 11:55 AM

To: nspdissputeresolution@gmail.com <nspdissputeresolution@gmail.com>;
Board@novascotia.ca <Board@novascotia.ca>

Subject: Fw: FORMAL BILLING DISPUTE

Hello,

It is nearing a month since I emailed NSP Disputes and have not receive a reply to even confirm receipt of my email. I do not know what documents you require to advance my dispute.

I have paid to date \$3500 of the amount showing on my bill as owing in the meantime as I do not want my credit affected while I await help from you. I have requested to come off of the equal billing amount and my bill

today shows I am required to pay \$627.85. The history shows that in September of 2025 I was billed for 179 days but the months prior and after we the regular 60ish. I really do believe there has been an error.

If someone could please call me I really need help,

Stephanie

From: Stephanie Jamieson

Sent: August 4, 2026 9:37 AM

To: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>

Subject: FORMAL BILLING DISPUTE

Hello,

I am formally disputing the \$3,829.77 balance currently showing on my Nova Scotia Power account.

I have been enrolled in Equal Billing since approximately October 2024 and have been making the required monthly payments of approximately \$110.

I am requesting a complete audit and reconciliation of my account before accepting responsibility for this balance.

In particular, I am concerned about the billing history following Nova Scotia Power's April 25, 2025 cybersecurity incident, which affected the company's ability to receive meter data and resulted in estimated billing.

My billing history contains significant irregularities, including a billing period of approximately 179 days and substantial fluctuations in reported electricity usage.

I am requesting:

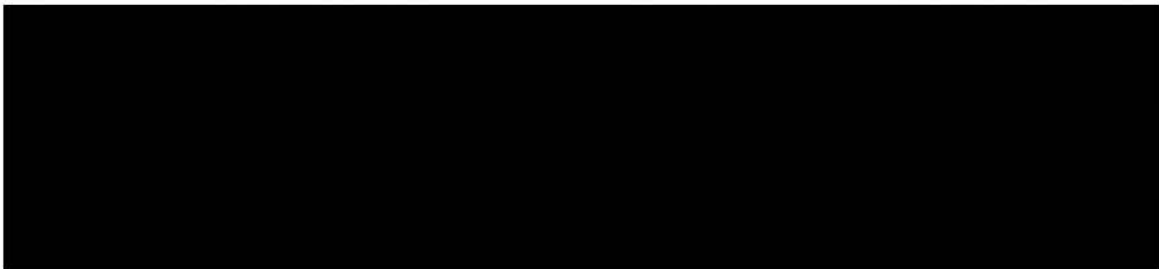
1. A complete transaction history of my account from October 2024 to present.
2. A complete breakdown of every bill issued during this period, including whether each bill was **actual or estimated**.
3. The meter reading used for every bill, including the date of each reading.

4. The previous and current meter readings for each billing period.
5. The actual kWh consumption associated with each billing period.
6. Identification of all bills that were subsequently adjusted or reconciled following the cyber incident.
7. A complete accounting of all Equal Billing payments I made and how each payment was applied.
8. An explanation of how the \$3,829.77 balance was calculated.
9. Confirmation that I am being charged only for electricity actually consumed and that no estimated consumption was inadvertently duplicated when actual meter data was restored.
10. Confirmation of the meter number associated with my account and the current actual meter reading.

I dispute the balance until this reconciliation is completed.

Please provide the complete billing and meter history in writing.

Stephanie Jamieson



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