



October 9, 2026

REDACTED

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

Re: M13097 – DRO Appeal – Stephanie Jamieson

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated September 16, 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 Friday, October 9, 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 Stephanie Jamieson.

Stephanie Jamieson is appealing a decision by the Dispute Resolution Officer (DRO) dated September 11, 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 September 11, 2026 DRO decision being appealed by Stephanie Jamieson.

- August 12, 2026 – Ms. Jamieson advised that a payment of \$3000 was made on August 11, 2026 and asked to be removed from Budget Billing. Customer care advised her that the remaining account balance was \$1127.84. This is referenced on page 1 of 5 in **Confidential Attachment 2**.
- September 2, 2026 – Ms. Jamieson contacted the DRO to formally dispute her

October 9, 2026
L. Wallace

outstanding balance and requested an audit and reconciliation of her account. This is referenced on page 1 of 36 in the DRO file attached as **Confidential Attachment 1**.

- September 1, 2026 – The DRO responded to the customer and NS Power. He summarized his role and asked NS Power to provide its position in the matter as well as relevant account documentation. This is referenced on page 20 of 36 in the DRO file attached as **Confidential Attachment 1**.
- September 2, 2026 – Ms. Jamieson confirmed her consent to release her personal information to the DRO. This is referenced on pages 18 of 36 in the DRO file attached as Confidential Attachment 1
- September 3, 2026 – NS Power provided its position to DRO, stating the following:

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

October 9, 2026
L. Wallace

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

NS Power attached the account ledger and meter reads for the subject account # [REDACTED]. This is referenced on page 21 to 23 of 36 in the DRO file attached as **Confidential Attachment 1**.

- September 11, 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 5.3 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 is referenced on pages 31 to 33 of 36 in the DRO file attached as **Confidential Attachment 1**.

- September 15, 2026 – Stephanie Jameison appealed the DRO's decision with the NSEB.

NS Power agrees with the DRO's decision that the customer has been billed appropriately. NS Power continues to support either of the two balance repayment options, as set out above.

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 Stephanie Jamieson by e-mail.

Yours truly,



Mollie Morris
Regulatory Counsel

Encl.

c. Stephanie Jamieson

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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