



October 7, 2026

REDACTED

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

Re: M13104 – DRO Appeal – Amritpal Kaur

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated September 22, 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 Wednesday, October 7, 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 Amritpal Kaur.

Amritpal Kaur is appealing a decision by the Dispute Resolution Officer (DRO) dated September 14, 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 14, 2026 DRO decision being appealed by Amritpal Kaur:

- January 3, 2025 – Amritpal Kaur contacted customer care to inquire about a high bill. Customer care informed Amritpal Kaur that the bill appeared to be correct and noted that the customer mentioned a space heater was being used. The customer advised that they understood and that they would approach their landlord about the heating system. This is referenced on page 1 of 9 in **Confidential Attachment 2**.

October 7, 2026
L. Wallace

- January 3, 2025 – Amritpal Kaur was advised that if the account balance was paid off they could be placed on a budget billing plan and an equal billing amount of \$179 was activated. This is referenced on page 2 of 9 in **Confidential Attachment 2**.
- August 18, 2026 – Amritpal Kaur called customer care and advised that they thought their power bill was being covered by the equal billing plan and that they did not realize a balance was accumulating. The customer care representative noted that in some months the customer missed a payment and in other months larger payments were made. The customer care representative offered a STBP of \$363 but was advised by Amritpal Kaur that they could not pay this amount. This is referenced on page 3 of 9 in **Confidential Attachment 2**.

The customer care representative further advised Amritpal Kaur and her husband that a bill insert was included with their January 2026 bill informing them that the billing adjustment would be postponed. The customer care representative noted that the July adjustment had not occurred either. The customer informed the customer care representative that they would be joining the existing lawsuit against NS Power and asked to speak to a supervisor. The customer care representative continued to try to explain the billing and outstanding balance and go over payment options, but the customer hung up. The customer care representative removed Amritpal Kaur from budget billing. This is referenced on pages 3 and 4 of 9 in **Confidential Attachment 2**.

- August 18, 2026 – Amritpal Kaur called customer care later that day requesting that their account be frozen. Customer care attempted to discuss the account but the customer advised that they did not want to talk about it. The customer care representative attempted to clarify what Amritpal Kaur meant by ‘freezing the account’ and advised that a disconnect and reconnect to a new residence had already been scheduled. Customer care explained that disconnecting would not eliminate the outstanding amount and that it would move with them to the new residence. This is referenced on page 5 of 9 in **Confidential Attachment 2**.
- August 18, 2026 – Amritpal Kaur contacted the DRO to formally dispute the billed amount. This is referenced on page 1 to 3 of 25 in the DRO file attached as **Confidential Attachment 1**.
- August 18, 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 4 of 25 in the DRO file attached as **Confidential Attachment 1**.

October 7, 2026
L. Wallace

- August 19, 2026 – Amritpal Kaur confirmed her consent to release her personal information to the DRO. This is referenced on page 5 of 25 in the DRO file attached as **Confidential Attachment 1**.
- August 19, 2026 – NS Power provided its position to DRO, stating the following:

The customer enrolled in Nova Scotia Power 's Equal Billing Plan (Budget Billing) in January 2025, with the plan taking effect on the February 2025 billing cycle. The Equal Billing Plan is designed to help customers manage their household budgets by distributing the estimated annual cost of electricity usage into twelve equal monthly payments. Payment amounts are calculated based on the property's historical electricity consumption and are reviewed twice throughout the year to ensure they remain aligned with actual usage.

Due to the 2025 Cyber Incident, NS Power required a full twelve months of consumption data before conducting account reviews and recalculating Equal Billing Plan amounts. Meter connections have since been restored, and account reviews are now being completed through normal operational processes.

The customer is enrolled in Paperless Billing, and all invoices are delivered electronically to the email address on file. Each bill clearly identifies both the total account balance and the monthly Equal Billing Plan payment amount. If at any time, the customer is concerned about the Equal Billing amount may not be enough to cover the power use for the year, they can reach out to our Customer Care Team. They can discuss whether the monthly payment should change.

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

This is referenced on page 5 of 25 in the DRO file attached as **Confidential Attachment 1**.

NS Power attached the account ledger and meter reads for the subject account [REDACTED]. This is referenced on page 6 and 7 of 25 in the DRO file attached as **Confidential Attachment 1**.

- September 14, 2026 – The DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

October 7, 2026
L. Wallace

In the context of Board approved Regulation 5.3 and 5.5, and the Electricity and Gas Inspection Act Regulations, N.S Power has appropriately billed the Customer for on-premise consumption at [REDACTED] (Account # [REDACTED]).

This is referenced on pages 22 to 25 of 25 in the DRO file attached as **Confidential Attachment 1**.

- September 19, 2026 – Amritpal Kaur appealed the DRO's decision with the NSEB.

NS Power agrees with the DRO's decision that the customer was billed appropriately. The meter was tested and found to be accurate. The total balance owing was also reflected on invoices issued to Amritpal Kaur during the subject period, as demonstrated by **Confidential Attachment 3**. This was in accordance with Regulation 5.3 which reads, in part, as follows:

The Company will issue information to the customer on a monthly or bi-monthly basis, calculated on the readings. Such information shall be for the purpose of informing the customer of the actual charges which may be applicable to the customer's account.

The customer's complaint is made on the basis that NS Power did not adjust the bill at the six month mark, as Regulation 5.3 reads, in part, as follows:

An Equal Billing Plan customer shall be billed monthly. The monthly billing amount shall be set twice in a year in January and July based upon the average kilowatt hour usage of the customer at the premises to which the application relates for the preceding 12 month period, and as adjusted for normal weather. If the customer does not have the required 12 month period history at the premises, the Company shall estimate the amount of the monthly bill.

This customer did not have a 12 month period history to use for the equal billing plan amount, so an estimate was used when the equal billing plan first went into place, and when the amount was set in July. In January of 2026, the amount was set again and NS Power advised that the payment would remain the same and that additional usage data would be evaluated by July to determine whether the payment amount needed to be updated. The customer was also advised that they could request a payment reset if they had changes in their usage. This insert was included on their January 29, 2026 bill, referenced on page 15 of 22 of **Confidential Attachment 3**.

October 7, 2026
L. Wallace

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 Amritpal Kaur by e-mail.

Yours truly,

A handwritten signature in blue ink, appearing to read "Mollie Morris".

Mollie Morris
Regulatory Counsel

Encl.

c. Amritpal Kaur

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

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