



Kate Strong [REDACTED]

DRO Final Written Decision re Kate Strong Equal billing/consumption dispute

6 messages

nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>

Fri, Sep 18, 2026 at 12:20 PM

Cc: customerrat@nspower.ca

nspdisputeresolution@gmail.com has shared OneDrive files with you. To view them, click the links below.

Kate Strong Meter Test Results.pdf

Kate Strong Meter Test Letter.pdf

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)**nspdisputeresolution@gmail.com**

Kate Strong

After review and consideration of all of the following and attached, my Final Written Decision in the matter follows.

I will begin by stating my role 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] (Account # [REDACTED] that you have "talked with NSPI over the more than doubled equal billing and a few months of more than doubled usage they are charging me. With no satisfactory explanation."; that you indicate that "My equal billing went from \$83.00 monthly to \$197.00 and the bills show account balance owing of \$1108.04 as of today's billing."; that you are a low income Senior living alone; that you do not uses the dryer or

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even often; that you did not indicate how you heat the premise but N.S.Power indicate you installed a heat pump in November 2025; that N.S.Power indicate that "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."; that N.S.Power indicate that "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."; that N.S.Power indicate the "previous 12 months of usage was reviewed in July. And her equal monthly budget amount was adjusted to ensure her monthly payment is on track. Based on the notes on the account, Ms Strong had a heat pump installed in November 2025; that N.S.Power indicate that "usage between April to August 2024 as compared to April to Aug 2026" has doubled"(total kWh's usage between her April to August 2024 reads was 2,783 kWh's. The total kWh's usage between her April to August 2026 reads was 5,622 kWh's. Usage record attached); that I instructed N.S.Power to test your serving meter for accuracy, and that meter test results indicate that meter # [REDACTED] 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.

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.

N.S.Power tested your serving meter # [REDACTED] for accuracy and found that it to be operating within prescribed accuracy limits.

Final Written Decision: In the context of Board approved Regulation 5.1, 5.5, and 6.4, and the Electricity and Gas Inspection Act Regulations, N.S Power has appropriately billed the Customer for on-premise consumption at [REDACTED] [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

You may also wish to discuss your energy consumption with Efficiency Nova Scotia.

Don Farmer, P. Eng.

Dispute Resolution Officer

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