



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: M13108 – DRO Appeal – Kate Strong**

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated September 24, 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 the appellant [Ms. Kate Strong].

Ms. Strong is appealing a decision by the Dispute Resolution Officer (DRO) dated September 18, 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 18, 2026 DRO decision being appealed by Ms. Strong.

- July 17, 2026 – Ms. Strong's Equal Billing amount was reviewed and updated based on her previous 12 months of electricity usage. NS Power issued the updated bill and requested that a Customer Care representative contact her to explain the changes. This is referenced on page 1 of 5 in **Confidential Attachment 2**.

October 9, 2026  
L. Wallace

- August 6, 2026 – NS Power spoke with Ms. Strong, who advised that she did not understand the source of her electricity usage. She explained that her heat pump was rarely used and requested an opportunity to discuss her usage and potential meter issues. This is referenced on page 2 of 5 in **Confidential Attachment 2**.
- August 6, 2026 – NS Power reviewed the account with Ms. Strong. NS Power advised that average daily usage from April to October was approximately 14 kWh per day and was generally consistent with prior years. NS Power noted that usage from October 2025 to April 2026 was 7,535 kWh compared to 5,027 kWh during the same period in 2024-2025. Given that a heat pump had been installed in November 2025, NS Power advised that the increase in consumption was potentially attributable to the heat pump. Energy-saving tips and information regarding available rebates and programs were also provided. This is referenced on page 3 of 5 in **Confidential Attachment 2**.
- August 19, 2026 – Ms. Strong submitted a complaint to the DRO, stating that her Equal Billing amount had increased from approximately \$83 per month to \$197 per month and that her usage and account balance had increased significantly. She indicated that she lived alone, considered herself to be a low-energy user, and did not believe the increased billing could be explained by her household consumption. This is referenced on page 1 of 25 in the DRO file attached as **Confidential Attachment 1**.
- August 20, 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 2 to 3 of 25 in the DRO file attached as **Confidential Attachment 1**.
- August 21, 2026 – Ms. Strong confirmed her consent to release her account information to the DRO. On the same day, NS Power provided its position to the DRO, stating the following

[...] 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

October 9, 2026  
L. Wallace

have since been restored, and account reviews are now being completed through normal operational processes.

Ms. Strong's 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.

In reviewing Ms. Strong's meter readings and usage between April to August 2024 as compared to April to August 2026, her usage has doubled. Her 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.

It is NS Power's position that the customer's equal monthly billing has been updated appropriately.

NS Power attached the account ledger and meter reads for the subject account (# [REDACTED]). This is referenced on pages 8 to 9 (as well as page 20) of 25 in the DRO file attached as **Confidential Attachment 1**.

- August 21, 2026 – The DRO advised Ms. Strong that the matter appeared to be explained and invited her to indicate whether she considered the dispute resolved. The DRO advised that, if Ms. Strong considered the matter resolved, the file would be closed. If she did not consider the matter resolved, the DRO would proceed to issue a Final Written Decision, which could be appealed to the NSEB. This is referenced on page 8 of 25 in the DRO file attached as **Confidential Attachment 1**.
- August 22, 2026 – Ms. Strong responded that the matter was not resolved and maintained that her usage and Equal Billing amount had increased substantially. This is referenced on page 10 of 25 in the DRO file attached as **Confidential Attachment 1**.
- August 23, 2026 – The DRO characterized the matter as a consumption dispute and advised that meter accuracy was the key issue in determining whether consumption had been billed correctly. The DRO directed NS Power to conduct an accuracy test of the customer's meter (#2252253) and report the results to both the DRO and Ms. Strong. The DRO also advised the customer that they may wish to speak to Efficiency Nova Scotia about their consumption. This is referenced on page 11 of 25 in the DRO file attached as **Confidential Attachment 1**.

October 9, 2026  
L. Wallace

- August 24, 2026 – NS Power confirmed that it had ordered meter (#2252253) to be removed and tested for accuracy and advised that the results would be provided to both the DRO and Ms. Strong upon completion. This is referenced on page 13 of 25 in the DRO file attached as **Confidential Attachment 1**.
- August 24, 2026 – Ms. Strong advised that she had been monitoring her meter readings for some time and did not believe there was an issue with the meter itself, although she welcomed the testing to confirm its accuracy. She stated that she believed “something was going on back when the usage double[d], thereabouts, and the system decided to increase my billing.” This is referenced on page 14 of 25 in the DRO file attached as **Confidential Attachment 1**.
- September 17, 2026 – NS Power completed the meter testing and the test results indicated that the meter was operating within prescribed accuracy limits. NS Power provided the meter test results to the DRO and customer and advised that it remained NS Power’s position that the account had been billed appropriately. This is referenced on page 14 of 25 in the DRO file attached as **Confidential Attachment 1**.

The meter test results letter has been attached as **Partially Confidential Attachment 5**, and the testing documentation has been attached as **Attachment 4**.

- September 18, 2026 – The DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

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

- September 23, 2026 – Ms. Strong appealed the DRO’s decision with the NSEB.

NS Power agrees with the DRO’s decision that NS Power billed the customer appropriately.

The Equal Billing Plan is designed to help customers manage household electricity costs by spreading the estimated annual cost of electricity usage over twelve equal monthly payments. The monthly amount is initially calculated based on the property's historical electricity consumption over the previous twelve months. Once a customer is enrolled in the program, NS Power conducts two reviews each year to ensure that

October 9, 2026  
L. Wallace

the Equal Billing amount remains aligned with actual electricity usage.

The annual review, which normally occurs each January, compares the customer's actual electricity consumption against the amount previously estimated and incorporates any resulting credit or balance owing into the calculation of a new Equal Billing amount for the upcoming year. In addition, NS Power conducts a mid-year review each July to determine whether the customer's current Equal Billing amount remains on track based on actual consumption. Where there has been a significant change in usage, the monthly Equal Billing amount may be adjusted for the remainder of the year. If the account remains on track, no adjustment is made.

Due to the 2025 cyber incident, NS Power was unable to complete the January review due to the unavailability of meter data and resulting estimated bills. Once meter connections were restored and sufficient consumption data became available, NS Power resumed normal account review processes, and a mid-year review was completed in July 2026. As part of that review, NS Power assessed the customer's previous twelve months of electricity consumption and determined that an adjustment to the Equal Billing amount was required to ensure that the customer's monthly payments accurately reflected actual usage and remained on track. This update was required to ensure significant arrears did not accumulate on her account.

The customer's revised Equal Billing amount was calculated based on the customer's billed electricity usage during the previous twelve-month period (June 16, 2025 to June 11, 2026). The customer's invoices are attached as **Confidential Attachment 3**. During that period, the customer was billed for 10,506 kWh of electricity. Applying the applicable residential energy rate of \$0.19128/kWh resulted in estimated annual energy charges of approximately \$2,009.59. Dividing this amount by twelve produced a monthly energy charge of \$167.47. After adding the monthly base charge of \$20.08, the subtotal was \$187.55. Applicable taxes and rebates were then applied, resulting in a monthly Equal Billing amount of \$197.01. No additional adjustment was required for any credit or outstanding balance on the account, as account credits and outstanding balances are not factored into the mid-year review calculation. Accordingly, the customer's revised Equal Billing amount was established at \$197.01 per month. The detailed calculations are provided in **Attachment 6**.

For context, the customer's Equal Billing monthly amounts were \$137 (February 2022), \$74 (January 2023), \$132 (January 2024), and \$83 (January 2025). The increase to \$197.01 in July 2026 reflected a corresponding increase in electricity usage. Between April and August 2026, the customer consumed 5,622 kWh, compared to 2,783 kWh during the same period in 2024, representing an approximate doubling of electricity consumption. The customer's billed usage over the preceding twelve-month period was significantly higher than the usage on which her prior Equal Billing amount had been based, resulting in a higher Equal Billing amount. The customer's account records also indicate that a heat pump was installed in November 2025. The Equal

October 9, 2026  
L. Wallace

Billing amount will be reviewed again at the next annual review in January 2027, at which time any change in usage, as well as any accumulated credit or balance owing, will be taken into account.

The DRO noted that, in a consumption dispute, meter accuracy is the "acid test" in determining whether a customer has been appropriately billed for electricity consumption. On September 17, 2026, NS Power's Measurement Canada accredited testing facility confirmed that meter #2252253 was operating within prescribed accuracy limits. The test results letter and supporting documentation are attached as **Partially Confidential Attachment 4** and **Attachment 5**. 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.

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 Ms. Strong by e-mail.

Yours truly,



Kathleen Murray  
Regulatory Counsel

Encl.

c. Ms. Kate Strong

**REDACTED (CONFIDENTIAL INFORMATION REMOVED)**

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

**REDACTED (CONFIDENTIAL INFORMATION REMOVED)**

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

**REDACTED (CONFIDENTIAL INFORMATION REMOVED)**

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



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

September 17, 2026

Kate Strong

[REDACTED]

Dear Kate:

**Re:** NS Power Account No. [REDACTED]  
Meter No. 2252253

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](#) or by calling 1-855-637-8737.

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. 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,  
Derek.

Comments Screen Inquiry Mode - -

File Edit Functions Help

Comments Screen Inquiry Mode

Equip Type MTRE Equip ID 2252253

Date 2026/09/16 17 Op Code TEST

HISTORY RECORD ADDED ; METER TESTED 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    | 2026/09/16 17 |
| Equip ID   | 2252253 | Op Code | TEST          |

  

|                  |          |
|------------------|----------|
| Tester's User ID | AG431    |
| Standard Code    |          |
| As Found k/wh    | 44026.00 |
| 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      | 2026/09/16 17 |
| Equip ID   | 2252253 | Op Code   | TEST          |
| FLSASFKWH  | +0.22   | FLSASFKQH |               |
| FLAASFKWH  |         | FLAASFKQH |               |
| FLCASFKWH  |         | FLCASFKQH |               |
| FLBASFKWH  |         | FLBASFKQH |               |
| LLSASFKWH  | +0.18   | LLSASFKQH |               |
| LLAASFKWH  |         | LLAASFKQH |               |
| LLCASFKWH  |         | LLCASFKQH |               |
| LLBASFKWH  |         | LLBASFKQH |               |
| PFSASFKWH  | +0.16   | PFSASFKQH |               |
| PFAASFKWH  |         | PFAASFKQH |               |
| PFCASFKWH  |         | PFCASFKQH |               |
| PFBASFKWH  |         | PFBASFKQH |               |

Next Screen Delete

OK Cancel

Electric Meter Test Results - Screen Three - - \*\*\* NOVA SCOTIA POWER INC. \*... □ ×

File Edit Functions Help

Electric Meter Test Results - Screen Three

Equip Type MTRE Date 2026/09/16 17

Equip ID 2252253 Op Code TEST 

|           |                      |           |                      |           |                      |
|-----------|----------------------|-----------|----------------------|-----------|----------------------|
| FLSASLKWH | <input type="text"/> | FLSASLKQH | <input type="text"/> | FLAASLKWH | <input type="text"/> |
| FLAASLKQH | <input type="text"/> | FLCASLKWH | <input type="text"/> | FLCASLKQH | <input type="text"/> |
| FLBASLKWH | <input type="text"/> | FLBASLKQH | <input type="text"/> | LLSASLKWH | <input type="text"/> |
| LLSASLKQH | <input type="text"/> | LLAASLKWH | <input type="text"/> | LLAASLKQH | <input type="text"/> |
| LLCASLKWH | <input type="text"/> | LLCASLKQH | <input type="text"/> | LLBASLKWH | <input type="text"/> |
| LLBASLKQH | <input type="text"/> | PFSASLKWH | <input type="text"/> | PFSASLKQH | <input type="text"/> |
| PFAASLKWH | <input type="text"/> | PFAASLKQH | <input type="text"/> | PFCASLKWH | <input type="text"/> |
| PFCASLKQH | <input type="text"/> | PFBASLKWH | <input type="text"/> | PFBASLKQH | <input type="text"/> |
| PULASLKWH | <input type="text"/> | PULASLKVA | <input type="text"/> | PULASLKQH | <input type="text"/> |
| REGRATIO  | <u>DIG</u>           | CRCHECK   | <input type="text"/> | LOSSCOMP  | <input type="text"/> |

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    | 2026/09/16 17 |
| Equip ID   | 2252253 | Op Code | TEST          |

|                      |                                     |                      |                          |
|----------------------|-------------------------------------|----------------------|--------------------------|
| Creep Test Performed | <input checked="" type="checkbox"/> | Replaced Base        | <input type="checkbox"/> |
| Dial Check Performed | <input checked="" type="checkbox"/> | Replaced Cover       | <input type="checkbox"/> |
| Phase Test Performed | <input type="checkbox"/>            | Replaced Register    | <input type="checkbox"/> |
| Short Test Performed | <input type="checkbox"/>            | Replaced Idle Pointe | <input type="checkbox"/> |
| Hand Test Performed  | <input checked="" type="checkbox"/> | Replaced Battery     | <input type="checkbox"/> |
| Replace Up Bearing   | <input type="checkbox"/>            | Replaced Thermal elm | <input type="checkbox"/> |
| Replace Lower Bearin | <input type="checkbox"/>            | As Left kwh          | 44027.00                 |
| Replaced Disk        | <input type="checkbox"/>            |                      |                          |

Delete

OK Cancel

**July 2026 Equal Billing Calculation**

|       |                                      |          |                                             |
|-------|--------------------------------------|----------|---------------------------------------------|
| Box A | Total kWh use:                       | 10506    |                                             |
| Box B | Total monthly fixed fees:            | \$20.080 | Details: \$20.082 base charge               |
| Box C | Credit/Balance remaining on account: |          | Note: A negative amount indicates a credit. |

Add any fixed fees (streetlight charges, etc.)

|        |                                                                                                                                                                           |            |                                                                                                                                                                                                                                 |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Step 1 | Multiply the total kWh usage for the previous calendar year (see box A) by rate                                                                                           | \$2,009.59 | This applies the current energy rate (\$0.19128/kWh).                                                                                                                                                                           |
| Step 2 | Divide this amount by 12 to get a monthly amount.                                                                                                                         | \$167.47   |                                                                                                                                                                                                                                 |
| Step 3 | Add any monthly fixed fees (see box B).                                                                                                                                   | \$187.55   | Example: base charge.                                                                                                                                                                                                           |
| Step 4 | Multiply this by 1.05*                                                                                                                                                    | \$197.01   | This applies both the 14% tax and 9% government rebate, the difference of which is 5%, hence the 1.05. *Note: Any monthly fixed fees other than the base charge are taxed at the full 14%, which may result in a higher amount. |
| Step 5 | Take any credit/balance on the account that needs to be factored into the payment amount (see box C), divide it by 12, and add/subtract that amount from the above total. | \$197.01   |                                                                                                                                                                                                                                 |

|                              |                 |
|------------------------------|-----------------|
| <b>Equal payment amount:</b> | <b>\$197.01</b> |
|------------------------------|-----------------|

\* The mid-year Equal Billing review does not take into account any credits or outstanding balances on the account.