

## Matter No. M12451: Submission on Prorating Bills

**Claudia Chender**

Leader of the Official Opposition  
1401-5151 George Street  
Halifax, NS, B3J 1M5

April 23rd, 2026

**Crystal Henwood**

Clerk of the Board  
Nova Scotia Energy Board  
Box 1692, Unit "M"  
Halifax, Nova Scotia B3J 3S3

Dear parties of Matter No. M12451,

Once this rate hike goes ahead, the average Nova Scotia family will be paying \$570 more per year for power than when the Houston government first took office. According to the Nova Scotia Energy Poverty task force, 43% of Nova Scotians already can't afford their power bills.

I want to make our position on the outcome of this matter clear. The Nova Scotia NDP believes that this rate hike should not proceed at all. However, the Energy Board has made their decision to allow it to proceed, and there remains the issue of prorating bills.

On this issue, we are concerned that under Nova Scotia Power's proposed prorating approach, ratepayers who have higher energy usage during the recent colder period of the year will end up paying more. This would contravene the board's mandate to ensure that rates are just and reasonable.

Ratepayers should not be asked to pay higher prices for power they used before the rate hike went into effect. This is fundamentally unfair and amounts to unethical price gouging. If Nova Scotia Power's prorating approach proceeds, it would further damage the already fragile relationship Nova Scotia Power has with its customers, who have lost their trust in this company following the recent data breach and over-billing fiasco.

The Nova Scotia NDP respectfully requests that the Nova Scotia Energy Board reject Nova Scotia Power's requested prorating approach and ensure that Nova Scotians aren't retroactively charged a higher price on power they've already used.

We request that the suggestion of the consumer advocate on this matter be considered. The rate increase could only apply to the next full billing cycle, rather than take effect immediately upon the Board's decision on this matter. If this is the course of action taken, or if the Board proceeds with its original directive of requiring NSP to begin a new billing cycle on the date the new rate comes into effect, we submit that no revenue loss or expense incurred by NSP because of this directive should be charged to ratepayers. Nova Scotia Power's shareholders should bear the cost of implementing this change.

Ratepayers have spent the past several months being billed for the failures of Nova Scotia Power. It is imperative in these challenging times that Nova Scotians pay no more than is absolutely necessary for the essential power they require.

Kind regards,

Claudia Chender