

July 21, 2025

Re: Re: M12338 – DRO Appeal

Please accept the following as my submission to the Board

I have reviewed the document submitted on behalf of NS Power, see below for my responses:

There is very little new information – they have not addressed any concerns raised. They continue to reiterate the same response, even when things have been proven to the contrary.

### **Systems Notes**

These notes are hard to read – broken words per line. NS Power abbreviations used which means nothing to the customer – how do I comment accurately when I don't know what certain series of letters stand for and what is being said.; example – MEI, EADV UCAC, DMCHG, HD, AMI, etc. Additional concern, most are not dated and do not mention a date in the body of the note.

Referencing Page 1-16 of screen shots of notes submitted by NS Power

My responses:

Pg. 1) My concerns were dismissed repeatedly; the Rep was not helpful and repeated the same scripted response that I have received from each Rep I have spoken with. It is insulting to have a stranger try to tell you how you are living – when in fact they have no idea how any of the power is being consumed.

Pg. 3) Stanka - is rude and overstepped by placing a hold order on replacing my original meter because I asked for the opt out information and procedures. One has nothing to do with the other – two separate requests. This was corrected by a different Rep. Stanka is very arrogant and argumentative – again trying to tell me how I live my life and power consumption.

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**Confidential Answer - Pg. 5**

Pg.5) I number of concerns from this note. As stated previously, the Rep are arrogant and insist on making assumptions about things they have know way of knowing. I do not have electric heat as stated in this note. I heat by oil.

The Rep also makes comparisons to billing “before I moved in here in 2022”. Couple of concerns; how do you compare one person’s billing and lifestyle to someone else’s lifestyle? That is not a fair comparison to make, yet NS Power is famous for this practice when it comes to billings.

I can speak on the previous consumption at Belvedere before 2022 – as I have owed the property since 2018.

Power was in [REDACTED] (which if you looked in the system you would see I had consent to speak about the accounts held in that individual’s name – we held 3 accounts as we owed rental property in addition to the Belvedere property).

This is why I can be so insistent on the amount of power being consumed. When the other individual was here there were multiple adults, a hot tub, and [REDACTED] All which left with that individual – I am certain I am not consuming more power not having [REDACTED] *(This part of my answer should be made confidential)*

Pg.6) Another example of conflicting communication from NS Power Reps. I was trying to come up with explanations as to why the consumption was so high – I asked about power theft and having the lines checked. One Rep mocked me for suggesting such a concern and indicated I would have to hire an Electrician. I did hire an Electrician to install a Smart Home Monitoring system, and he did not note anything unusual. I am trying to be proactive so I can also understand what is happening with consumption rates.

Then NS Power was on the property one day – unannounced – to check the lines. This was confirmed by another Rep that my previous request was actioned, even though I was told this was not something they would do.

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I have noted that many of my concerns listed in the DRO Complaint were not addressed

Meter reading provided - October 8-10, 2024 - no reading was recorded. No one can give a valid reason for this. It is also noted on the latest meter Reading a day without any reading before the "Hack". How about the 15-minute billing cycle – using the highest amount for the cycle.

It was also noted when the NS Power Rep came to remove the first meter - NS Power had put out an internal work order to make the removal of the meters a priority as there was absolutely an issue. Date of meter replacement - March 5, 2025 – **Did you request a copy of this?**

They continue to encourage customer to sign up and access "My Energy Insights" when multiple NS Power Reps have admitted there is no way they can tell what is using the power. **How is this allowed?**

The fact that so many customers have experienced similar concerns - yet NS Power continues to gaslight it's customers with the "its been colder" answer for higher bills. No one has addressed the news articles indicating smart meters are not reliable. There are too many of us to all be lying – as implied by NS Power.

['Gunning' for answers: The mystery of Dave Gunning's sky-high power bill - Halifax Examiner](#)

I am still requesting a one-time credit of \$600.00 to \$1000.00 be applied to my account. I have paid a portion of the disputed bill that I felt was fair. I am not trying to get out of paying for a service received. I have continued to pay my current billings. I am not asking for cash in hand but a credit to my account. Based on my past billings and payments – I have always paid – which is why NS Power should be open to the one-time credit considering the circumstances – they can not say with 100% certainty “hackers” were not playing around in their system. I can say with 100% certainty – nothing in my household has changed to warrant such readings.

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The fact that the customer is FORCED to first deal with the DRO then the Board – which clearly state on the website – they have no authority to rule on consumption issues. This adds additional stress that could be avoided, if the customer was allowed to go Civil Court without having to navigate these processes. Civil Court holds the authority to rule based on the balance of probabilities. Is the Board now able to Rule on these issues considering the volume of customers identifying the same issue?

Thank you

## **Urgent Appeal Regarding Nova Scotia Power's Billing Practices, Infrastructure Failures, and Lack of Government Accountability**

To Whom It May Concern,

I am writing on behalf of thousands of concerned Nova Scotians regarding the intolerable actions of Nova Scotia Power and the Province of Nova Scotia's continued failure to adequately respond to repeated and well-documented concerns about:

- Excessive and unexplained billing
- Repeated and unsustainable rate increases
- Subpar infrastructure management, now compounded by a destructive cyber incident
- The implementation of unreliable smart metres

These ongoing issues are causing serious financial hardship and emotional distress for residents across the province.

As moderator of the Facebook group "*Stop the NS Power Insanity*," I represent a growing community of almost 11,000 members—many of whom are experiencing power bills in the thousands of dollars, with no reasonable explanation. Some are reporting consumption of 152 kWh where their historical usage is only 60 kWh, despite no changes in lifestyle, appliances, or occupancy.

For nearly two years, I have appealed to all levels of government—municipal, provincial, and federal. I have submitted evidence, data, and first-hand accounts demonstrating:

- Power bills that are double, triple, or even quadruple those of previous years
- Households using alternative heating sources (wood, oil, propane) still being billed as if solely reliant on electricity
- Nova Scotia Power justifying high bills by blaming colder weather—despite data showing milder winters
- Misleading claims about heat pump efficiency—many are now questioning their actual impact on power consumption
- No significant changes in personal energy use or infrastructure, yet inexplicably inflated bills

Further, the reliability of smart metres is currently under review by the Nova Scotia Energy and Review Board Tribunal (NSERBT), raising additional questions about the accuracy of billing and metering.

Nova Scotians are exhausted from being forced to choose between basic needs and astronomical power bills. We are begging for your intervention. We are asking our elected representatives and regulatory bodies to take immediate and meaningful action:

- Launch an independent investigation into Nova Scotia Power's billing systems and smart metre data integrity
- Impose a moratorium on rate increases until a full review has been completed
- Provide financial relief or compensation to impacted customers
- Reassess the privatization of essential utilities and explore alternative models that prioritize affordability, accountability, and transparency

Nova Scotia Power operates as a monopoly, and without oversight or consequence, it is the citizens who are paying the price—both literally and figuratively.

We can no longer be ignored.

Sincerely,



*Note: I've been making my payments during the disruption to AVOID a huge bill when things got sorted out. So how is my **\*\*equalized\*\*** bill higher than normal?! [#MakeItMakeSense](#)*

*Power should NOT cost \$940 PER MONTH!*

*No heat on since April.*

*1 person in a condo.*

*\$589 bill today!*

*WILDDDDD TIMES WITH NS POWER wild*

**Great. Last power bill. Single guy, works 10hr days so only home at night,\$800.00 last bill, plus I'm a contractor and has everything upgraded to energy efficient products**

*I got my bill today and would like to know where they get their reading from. Apparently its. Smart meter ( blah blah) their reading is 180 more kw then what my pictures say. I take pictures everyday.*

**NS Power gave me a 147-page document showing my power usage from Feb 08/25 at midnight to April 16th at midnight. It documented every 15 minutes of usage. Of the 147 pages, 131 pages showed NO DATA "No AMI Read Available".**

**Got my bill today for my 12x20 shed (240 square feet) No heat. No hot water. No washer or dryer. No shower. No one lives there JUST a light bulb. NS Power says my bill for my light bulb is 1271 Kw for a total bill of \$272.58 over 57 days.**

**I took a picture of my meter on March 22 and again today April 15 and I only burned 28KW in 25 days!!Explain this to me??**

**My house with hot water, washer/dryer no deep freeze nothing else but basic tv and plug ins. Plus 3 ppl live here. This house is 2 story 32x40 (1920 square feet) and my bill is \$296 for 62 days!! 5 days more on the bill, 10x the size and it is less that my shed!!**

**House burnt down in March 2023, was rebuilt between September of 2023 and June of 2024**

**House (3200sqft) was completely rebuilt with upgraded insulation in walls, 1inch foam board on the exterior walls and switched from hot water baseboard heat to a brand-new energy efficient central heat pump unit. And all light fixtures are energy efficient LED lights.**

**The average daily usage during the winter of 2024 (same time of year) on a construction site with 3-4 space heaters left running 24/7 in a unfinished home. Average 100kwh per day which is unheard of.**

**The average daily usage during this winter of 2025 in a fully finished, fully insulated as energy efficient house as you can build, and our daily average is 150kwh per day. We have programable thermostats, nobody home during the days except our dog..... and we're consuming more electricity now (a third more) then when it was an unfinished construction site ??**

**I paid power bills in October and November of \$1,232.00. I paid power bills in December and January of \$1,824.59. OVER \$4,000 to heat our house for 4 months in a brand-new construction fully insulated energy efficient house. I didn't spend 4 grand a year for power and oil before upgrading everything.**

**There is zero doubt in my mind they (NS POWER) are stealing from us BUT don't expect the government to do anything as they're in bed with them. They'd sooner eliminate bridge tolls to give an illusion they are working in our best interests.**

◆ AI Overview



Yes, [Nova Scotia Power's](#) smart meters capture and record a customer's energy use every fifteen minutes. This data is then used to calculate the demand charge on your bill, which is based on the highest average load during any 15-minute interval within your billing period. The data is also used for the MyEnergy Insights program, allowing you to track your usage and get alerts when it's higher than usual. 

MyEnergy Insights - Nova Scotia Power

Energy insights at your fingertips. ... If you have a...

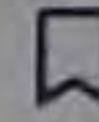
 Nova Scotia Power 



Generative AI is experimental. [Learn more](#)

Qns power meter capturin

## Bulletin: Emera Surges In Q1



May 8, 2025  
Gillian Cormier

Higher rates at **Tampa Electric**, cold northern weather, and a weak Canadian dollar helped deliver a profit surge for **Emera Inc.** in the first quarter.



The **Halifax**-based energy conglomerate reported a staggering 182% increase in net income compared to the same period last year, crediting high performance at its largest regulated utilities.

Earnings for the quarter were up \$376 million to \$583 million, or \$1.96 cents per common share, compared to \$207 million and 73 cents per common share in Q1 2024, Emera reported today.

"Emera's strong start to 2025 provides further evidence of the high quality of our portfolio, providing further support and meaningful early progress towards delivering upon our average adjusted earnings per share growth guidance of 5-7% through 2027," said **Scott Balfour**, president and CEO, in a press release.

The company said a sizeable increase to unadjusted earnings and earnings per share was due to the impact of mark-to-market gains at energy trading arm **Emera Energy** compared to losses in the same period last year.

In Q1 2024, Emera reported a \$9-million mark-to-market after-tax loss



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**Re: Opt Out, B DR DARTMOUTH**

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**From** S F

**Date** Fri 2025-03-28 8:33 AM

**To** residentialbilling@nspower.ca <residentialbilling@nspower.ca>

I want the information only at this point. Send me the link. Please

Get [Outlook for iOS](#)

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**From:** residentialbilling@nspower.ca <residentialbilling@nspower.ca>

**Sent:** Thursday, March 27, 2025 3:56:35 PM

**To:** s

**Subject:** Re: Opt Out, BE DR DARTMOUTH

Dear S,

Thank you for your online inquiry.

A member of the smart meter team will be in contact with you to facilitate the process of changing your meter to a non-smart meter.

Have a safe day,

Allison | **Customer Care** | **Nova Scotia Power**

T: 800-428-6230 Monday-Friday, 8:00am-6:00pm

[www.nspower.ca](http://www.nspower.ca)

Follow us on [twitter](#)

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**From:** s

**To:** home@nspower.ca

**Sent:** Wed, Mar 26, 2025, 01:30 PM ADT

**Subject:** Opt Out

**\*\*Exercise Caution** - This is an external email from: [s.com](#)

**Beware** of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.\*\*

Hello

Please provide me with the information and procedure for having a smart meter removed and a digital one installed

Thank you

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Confidentiality Notice - The email communication is considered confidential and is intended only for the recipient(s). If you received this email in error, please contact the sender and delete the email. Unauthorized disclosure or copying of this email is prohibited.

Attachment Limits - Emera will not accept email larger than 50MB or emails containing high risk attachments like ZIP, EXE or others that could contain viruses. If you have a business need to send such an email, please contact the recipient for instructions.



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**Re: Smart Meter Opt Out Form Required**

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From SF

Date Wed 2025-04-23 9:12 AM

To smartmeterinfo@nspower.ca <smartmeterinfo@nspower.ca>

Hello

This is email number 6 within thirty days for follow up you indicate. I am in the middle of your (NS Power) Appeal process and until that is completed I will not be making a decision on what I want to do.

I have stated multiple times that I will be in contact when I'm ready. If you continue to HARASS me with these follow up messages I will be filing another complaint.....or adding on to my current one.

To be clear. I WILL BE IN CONTACT WHEN I AM READY. Make a note on my file and stop sending me messages around my opt out request for information.

S

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From: smartmeterinfo@nspower.ca <smartmeterinfo@nspower.ca>

Sent: Tuesday, April 22, 2025 10:35:45 AM

To: [REDACTED]

Subject: Smart Meter Opt Out Form Required

Dear S

This email is to follow up on your request to opt out of Nova Scotia Power's smart meter upgrade for your address of **B DR DARTMOUTH, NS**

Before opting out of receiving a smart meter, it's important to understand the service limitations of a non-communicating meter and be aware of the estimated fees that are expected to be associated with retaining a non-standard service. Please read the form below and check all required waivers and acknowledgements. **We require a completed acknowledgement form in order to finalize your request to opt out.**

If you're a Residential customer, click [here](#).

If you're a Business customer, click [here](#).

A Customer Care Associate may follow-up with you once your form has been received.

Please remember that you can opt back in, at any time, without charge. Smart meters incorporate sophisticated digital technology to safely and securely connect to Nova Scotia Power. The devices enable us to maintain stable electricity rates while also providing faster and more effective service.

If you have additional questions or need more information about smart meters, visit [nspower.ca/smartmeters](https://nspower.ca/smartmeters) or call us at 1-800-428-6230 Monday to Friday, 8:00 am - 6:00 pm.

If we can be of further assistance, please contact us.  
Have a safe day,

Carol Ann | **Customer Care** | **Nova Scotia Power**

T: 800-428-6230 | F: 888-428-6108

[www.nspower.ca](https://www.nspower.ca)

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