



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 250731001

Submitted on: Thursday, July 31 2025 at 10:22:35 AM (ADT)

Contact Information

Name on account: Adam Bowser

Account number: *****

Business contact:

Account address:

Address 1: *****

Address 2: *****

City: *****

Province: *****

Postal code: *****

Country: *****

Email Address: *****

Mailing address:

Address 1: *****

Address 2: *****

City: *****

Province: *****

Postal code: *****

Country: *****

Telephone number: *****

Alternate phone number: *****

Complaint Information

DRO made decision on: july 24 2025

Type of complaint: Billing Issues

Additional details: Hello My name is Adam Bowser I am writing to appeal this decision as it is unjust. The Provided documentation clearly shows that Ns power did not apply a credit for the Mar 2025 to May 2025 of 2881 Kwh to which I had already paid, and are using the Hacking scam as an excuse to charge me again for. I am also seeking a grievance against the the DRO; Don Farmer as he is Clearly biased in this decision As I have clearly proven, regardless of regulation, they used a Meter reading from June 2025 for the period of March to May of 2025 which read "Last meter 72614.16 / New Meter read 75014.16 which equates to 2400 kwh uses, for a total costing \$483.80, because of payments already made i was -558.87 on my account, and after this was applied to the amount owing of \$483.80 I was -\$50.88 on my account. That was June of 2025, on Jul 23 2025 I received a bill for the period of March 2025 to July 2025 (122 days) stating that the meter used was read in March and that the current meter, read in July was 78733.00 for a total Kwh used of 6119. they applied a credit of 2400 Kwh with a cost of -\$483.80 which brought my total owing to \$728.

63 to which a -250.88 credit was applied to that bring the Total to \$470.64 through March 2025 until July 2025 I have paid \$1250, which is roughly 250-300 dollars a month to NSP. it is also summer time, my average usage during this time is between 2400-2600 kwh every billing cycle because it is summer. with the 2400 kwh credit applied they are stating that my usage was 3719 Kwh, almost 50% more than my average. either NS power didn't apply a credit for 2881 Kwh for my march bill, which was paid in full, or the meter is malfunctioning due to the Overly high excess power usage. NS power is using the Hacking Scandal to overcharge customers, fudge bills and get more money out of Nova Scotians than is reasonable. The onus is on them if the Hacking Scandal leads to misread power meters, not the consumers. I believe we as Nova Scotians are Protected in some small way from this Predatory behavior under the consumer protection act. below I will provide again, the Bills received from NS Power and My bank statements of payments made

How do they want the complaint resolved?

I would Like a Forensic Audit of NS Powers Account, and that information made public as I am convinced that the are using the Hacking Scandal as a way to over charge customers. however failing that, I would like a re-evaluation, and my bill to reflect the amount of money I have already paid to the NS power Corporation

Supporting documents uploaded:

- Adam Bowser Meter Reads Copy.pdf
- Bank 2024.png
- Power Bill 06_21_2025.png
- Power Jul 2025.pdf
- Power Jun 2025.pdf
- Power Bill 04_17_2025.png
- Bank account_payment.png
- Total paid.png
- Bank pay 2025.png
- Power bill total Aug 2024_2025.png
- Power March 2025.pdf
- Power Bill 07-23-2025.png
- Total Cost.png