

From: [REDACTED]
To: [Wallace, Lisa](#)
Subject: Fwd: DRO Final Written Decision re Adam Bowser Dispute Charges for Billing cycle July 23 2025
Date: August 5, 2025 10:28:07 AM
Attachments: [Regulation 2.2 .pdf](#)
[Regulation 5.1 Estimated Readings.pdf](#)
[Regulation 6.4.pdf](#)
[Adam Bowser Ledger Copy.pdf](#)
[Adam Bowser Meter Reads Copy.pdf](#)
[Power Jul 2025.pdf](#)
[Power Jun 2025.pdf](#)
[Power March 2025.pdf](#)
[Regulation 5.5 - Copy.pdf](#)

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Hello

as requested

----- Forwarded message -----

From: <nspdisputeresolution@gmail.com>

Date: Thu, Jul 24, 2025, 2:26 p.m.

Subject: DRO Final Written Decision re Adam Bowser Dispute Charges for Billing cycle July 23 2025

To: <[REDACTED]>

Cc: Customer Relations <customerrelations@nspower.ca>

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

nspdisputeresolution@gmail.com

Adam Bowser

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

I will begin with my Role Statement 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 dispute the amount of your 18 July 2025 bill; that you indicate "There is no reason why my bill for July 23 2025 should show me owing \$720.64, it is the summer time, I do not use AC, I am trying to be as frugal as I can with my power usage."; that as a result of N.S.Power being subject to a cyber attack, your May 2025 bill was based on estimated Kwh consumption (meter read and usage record attached – "u" means unread or "estimated"); that you indicate you have made payments of \$300.00 on 26 March, and \$200.00 on 24 June; and that N.S.Power indicates that a \$250.00 payment made on 24 July will be posted today leaving an outstanding balance of \$220.64 (per ledger attached (\$470.52-\$250.00=\$220.64)).

NSUARB approved Regulations relevant to this matter are 2.2, 5.1 and 6.4 – copy attached.

Although you understandably express your dispute as a billing dispute, it is fundamentally a Kwh 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). I will Instruct N.S.Power to test you serving meter (#2241226) for accuracy per Board approve Regulations 5.5 if you would like – please advise me within 12 days if so.

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 off 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.

I note that your total 2024 billed consumption over the March to July period was 9841 Kwh, per the attached usage record, and that your total consumption over the same 2025vperiod was 9000 Kwh.

DRO Final Written Decision: In the context of Board approved Regulation 5.1, N.S.Power has appropriately billed the Customer for energy consumption at [REDACTED] (Account # [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

Don Farmer, P.Eng.

Dispute

Resolution Officer

From: RedCastle Bowser <[REDACTED]>
Sent: July 24, 2025 12:48 PM
To: Customer Relations <customerrelations@nspower.ca>
Cc: nspdisputeresolution@gmail.com
Subject: Re: 23 July email to the DRO from Adam Bowser re Dispute Charges for Billing cycle July 23 2025

Mr Farmer

I received three bills between March and July.

The March bill has a new meter Reading of 72614.16, and a Last meter Reading of 69733.01, with 2881 Kwh used and that I owe \$291.13 due by April 17th 2025. I payed \$300 dollars by

March 20th 2025 to cover this bill (as per my bank statement provided) I then paid an additional

\$250 on the 22nd of April 2025. I then paid an additional \$300 dollars in May 26th 2025 and again another

\$200 on the 23rd of June 2025, when I received a Bill

That June bill stated that the new Meter read was 75014.16 and the old meter read was 72614.16 with 2400 Kwh being used . Because of my past

payments I had a negative amount owing of \$-50.88. I then received a bill July 23 2025, stating that I owed 420.64, that there was a

\$-250.88 credit on my account, there were two Meter readings on that bill. the new meter readings 78733.00 and 75014.16 and the last meter

readings were both 72614.16.

If I take the June bill kwh usage of 2400 kwh and add it to the march bill of 2881 Kwh hours I get a total of 5281 kwh used, these numbers are Verifiable by simply subtracting the new meter read, from the last meter read.

If you look at the July last meter read, it is the same number that is used in march. so if I take the top Meter read of July (which is higher) at 78733.00 and subtract that from the 72614.16 I get 6118.64 Kwh used. to which NSP removed 2400 kwh, for the last bill.

however they did not remove the 2881 Kwh from the march bill as well that had already been paid for.

They used the reading in march, took the reading in June, subtracted 2400 kwh from the May to June period, but forgot that I had already paid for the usage

intotal of 5281 kwh. My actual bill for June should be the sum after subtracting 5281 kwh from 6118.64 kwh, as is shown in my bills that I attached above.

The total Kwh amount for June that I should be paying is 837.84 kwh, which is not \$720.64 which is the sum of a -250.88 dollar credit and the amount still owing.

Also, as you can see in my bank statement I already paid on the 22nd of July 2025 an additional \$250.

In summary they used a reading from march, applied it to my current reading, applied a credit for the month of June (2400 kwh) but

didn't apply the Credit for the March statement (2881 kwh). instead they are trying to make me pay for that 2881 kwh that was already paid for in march with a \$300 dollar payment.

This is Predatory, and other customers are falling victim to this. This is basic math, simple addition and subtracting,

and NSP should know better.

Adam Bowser

On Thu, Jul 24, 2025 at 12:04 PM Customer Relations <customerrelations@nspower.ca> wrote:

Mr. Farmer,

Access for the DRO has been granted on subject account # [REDACTED].

The first attachment is a copy of the account ledger for the subject account.

The second attachment is a copy of the meter reads obtained for the subject account.

Due to the recent cyber incident, NS Power is continuing to work on restoring all regular services to our customers. NS Power has hired meter readers who are now gathering energy use data from residential and business meters across the province. When we retrieve the current energy usage data from the meter, the bill will be adjusted to reflect the actual usage. Any difference between estimated and actual usage will be reflected in a future bill. Customers will never pay for power they do not use.

This customer's meter was read on July 14, 2025. The billing was corrected to reflect the actual true meter reading. As shown on the July 2025 invoice the customer attached, the bill was for service from Mar 14 to Jul 14, 2025. The kWh's used were 6119. This was the difference of the new read taken July 14 of 78733 and the last true read taken March 14, 2025 of 72614 (as shown on the March 2025 invoice). Also shown on the July 2025 invoice was -2400 kWh used. This was for the amount of kWh's used as shown on the June 2025 invoice. For the July 14, 2025 invoice, NS Power adjusted the -2400 kWh's from the June invoice and rebilled based on the actual total KWh's that were used (6119 kWh).

NS Power received payments of \$300 on May 26, 2025, \$200 on June 24, 2025 and a payment will post today of \$250.00. The July 18 invoice sent to the customer indicated the total amount due was \$470.64. The total balance due as of today is \$220.64.

There will continue to be no late charges or penalties on any outstanding balance while bills are being estimated, and it will be communicated with customers before reintroducing any late fees on unpaid amounts.

It is NS Power's position that the subject account has been billed appropriately.

Teri

From: RedCastle Bowser <[REDACTED]>

Sent: July 23, 2025 4:14 PM

To: nspdisputeresolution@gmail.com

Cc: Customer Relations <customerrelations@nspower.ca>

Subject: Re: 23 July email to the DRO from Adam Bowser re Dispute Charges for Billing cycle July 23 2025

****Exercise Caution** - This is an external email from: redcastlebowser@gmail.com.
Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.**

hello

further to my last here are the bills that have been downloaded from the NSP website which If i read correctly, I am being double charged because they took a meter reading from march and applied it to a meter reading done in July, but they had already done a meter reading in June.

On Wed, Jul 23, 2025 at 2:44 PM RedCastle Bowser [REDACTED] wrote:

Hello

22 mins I have been waiting to talk to a representative to give my consent via phone call for NSP to share my account information with you.

Just wanted to let you know.

Adam

On Wed, Jul 23, 2025, 2:34 p.m. RedCastle Bowser <[REDACTED]> wrote:

I am currently waiting for a representative to pick up the phone.

However I give full consent for Nova Scotia Power to release my account information to you.

Adam

On Wed, Jul 23, 2025, 2:15 p.m. <nspdisputeresolution@gmail.com> wrote:

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

nspdisputeresolution@gmail.com

Adam Bowser N.S.Power Customer Relations

Adam

I will begin with my Role Statement as Dispute Resolution Officer (DRO) in matters of dispute between N.S.Power and their Customers : In response to your following email, I will begin with my Role Statement 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.

If you have not already done so, please contact N.S. Power by telephone at 1-800-428-6230, and give them your consent, to release your account information to me.

Please copy N.S.Power at the email address above on all future email to me. They will similarly copy you on their email to me related to this matter.

N.S.Power

Please provide me with N.S.Power's position in the matter as well as copies of relevant account statements, meter reading information, and relevant computerized notes or notices.

Don Farmer, P.Eng.

Dispute Resolution Officer

From: RedCastle Bowser [REDACTED] >
Sent: July 23, 2025 1:55 PM
To: nspdissputeresolution@gmail.com
Subject: Dispute Charges for Billing cycle July 23 2025

Hello

My Name is Adam Bowser

I am writing to dispute my power bill I have Just received as of July 23 2025. NSP is claiming that I owe from March 14th 2025 Meter reading \$720.64 which is not accurate as the bill I received in June clearly states I was -\$50.88. I am on a bi monthly billing cycle (I get a bill every two months) . I pay 250-300 dollars every month in an attempt to stay ahead of the bill because I understand that in winter, power usage goes up.

I called NSP directly to dispute this charge, the person dealing with me said that there was a meter read on march 14th, which I have the bill for dated the 17th of march for 291.13. Since that date I have paid between 250-300 dollars every month. There is no reason why my bill for july 23 2025 should show me owing \$720.64, it is the summer time, I do not use AC, I am trying to be as frugal as I can with my power usage.

After trying to prove my case, and asking the representative to escalate, I was then Hung up on after being told to wait. if I cannot engage someone who knows what's going on and can make changes when an Obvious miscalculation has happened, how can any Nova Scotian be expected to put up with this?

I have provided screen shots of Bills from NSP to my email address, as well as a screen shot showing payments made from my bank account at BMO, since March 20 2025 I have made approx \$1250 in payments to NSP, my account was upto date (as you can see in my june statement I was -\$50.88 dollars owing

this is not fair, and if it's related to being Hacked, NSP should not be forcing this on to customers, if there is a problem with their system because of their Cyber security, how is it my fault? also if there was a meter reading in march and it said I owed \$291.13 and I paid it, plus more, how Am I owing for \$720.64 (which is adding the recent payment of 250 I made on Jul 22 2025 plus NSP saying I owe \$420.64 when as I have stated, in that time period i have paid \$1250)

Thank you for your Time

Adam Bowser



B0N2M0

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