



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 250915001

Submitted on: Monday, September 15 2025 at 04:33:42 PM (ADT)

Contact Information

Name on account:	Liang Lu
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: sep. 12

Type of complaint: Billing Issues

Additional details: I am formally disputing the \$115.71 charge from my first estimated bill (May 1-12), which Nova Scotia Power has wrongfully carried forward as an owed debt on my final bill. My evidence is clear and comes from NSPower's own bills: 1. The Final Bill Proves the Estimate Was Wrong: My final bill shows only 281 kWh of usage over 58 days (May 13 - July 10). This proves the initial estimate of 488 kWh for 12 days was grossly inaccurate. 2. The \$115.71 Charge Was Never Removed: Despite the above, the full \$115.71 charge from that inaccurate estimate appears as an "Amount owing from last bill" on my final bill. This is the core of the problem. 3. NSPower's "Adjustment" is a Calculation Trick, Not a Financial Credit: The final bill shows a credit (-\$98.25) for the 488 kWh. However, this credit was used only to calculate my later usage (Total kWh - 488 kWh = 281 kWh). It was not used to cancel the \$115.71 financial charge. The disputed \$115.71 was still added to the total I owe. In summary: NSPower is demanding I pay \$115.71 for an estimated 488 kWh that their own actual meter data later proved I never used.

How do they want the complaint resolved?

I do not accept the initial estimate. I demand that Nova Scotia Power recalculate the bill for May 1-12 based on my actual, proven daily usage pattern from the subsequent period. 1. Calculate Actual Daily Usage: · Verified Usage (May 13 - July 10): 281 kWh · Number of Days: 58 days · Actual Daily Usage = 281 kWh / 58 days = 4.84 kWh per day 2. Recalculate Usage for May 1-12: · Number of Days: 12 days · Recalculated Usage = 12 days x 4.84 kWh/day = 58.08 kWh 3. Issue a Corrected Bill: · Recalculate the energy charge for May 1-12 based on 58.08 kWh, not 488 kWh. · Remove the entire disputed \$115.71 charge. · Provide me with a new, final bill that only charges me for the 58.08 kWh for the first period plus the 281 kWh for the second period. 4. I also demand that all late payment interest and penalties be waived. I have been actively disputing this charge through repeated phone calls and email (no replied) since receiving the first bill, and thus cannot be held responsible for any payment delay. I will pay the new, accurate amount immediately upon receiving the corrected bill.

Supporting documents uploaded:

- first bill.jpg
- 2814658053.jpg
- final bill.jpg
- 67768053.jpg
- comparison of two bills.jpg
- 4658053766883.jpg
- Electricity Bill Issue – 488 kWh in 12 Days?.pdf
- 758980539598 – 12 29517575 488 53746511.pdf
- DRO Final Written Decision re Llang Lu dispute re billing 19 Glebe Street-25483.pdf
- DRO 677646975158FF514687446 19 Glebe Street-25483 88537667.pdf