

DRO Final Written Decision re Llang Lu dispute re billing [REDACTED]

3 messages

<nspdisputeresolution@gmail.com>

Fri, Se

Reply-To: <nspdisputeresolution@gmail.com>

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,******nspdisputeresolution@gmail.com***Liang Lu

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 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 resolution. My role is to address, and hopefully resolve, disputes with Nova Scotia Power that cannot be resolved through normal Customer channels. 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 of 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 Writ Decision) to the Board.

Your Dispute in summary is: that you had service from N.S.Power at [REDACTED] (Account # [REDACTED] that you moved into the premise on 1 May 20 [REDACTED] moved out on 10 July 2025; that your bill for 1 May to 12 May was \$115.71/488 Kwh usage; that the May bill was based on estimated usage; that you r [REDACTED] out of the premise on 10 July 2025; that you indicate that your July bill was not adjusted for the May estimated usage billing and that N.S.Power "admi [REDACTED] mistake" but later indicated that 488Kwh had been removed; that you indicate 1 that your May 1 to May 12 bill was \$115.17/488bKwh/40,7 Kwh per c [REDACTED] you indicate 2 that your May 13 to July 10 bill was \$89.21 for 58 days was based on 281 Kwh billed usage; that you indicate 3 that your final bill totalle [REDACTED] \$200.54 based on 769 Kwh (\$115.71 + \$89.21 - \$4.38); that you indicate "It is clear the first 488 kWh and \$115.71 were never removed. The final bill st [REDACTED] includes them."; that you indicate that "At move-in, the meter reading must have been inaccurate."; that billed usage was based on premise historical us [REDACTED] not an actual meter reading; that you indicate that you have a small household with limited electricity usage; that you seek an adjusted bill based on act [REDACTED] that per the attached meter reading record an actual meter reading was obtai [REDACTED] on 10 July 2025 ("u" indicates unread/estimate); that you indicate that the [REDACTED] on the initial bill clearly represents the period from May 1 to May 12; and you indicates that "This charge was not removed or credited, but instead was [REDACTED] the later 281 kWh to reach the total of 769 kWh".

Your position in summary is : "The 488 kWh on the initial bill clearly represents the period from May 1 to May 12. This charge was not removed or cre [REDACTED] instead was added to the later 281 kWh to reach the total of 769 kWh."

N.S.Power's position in the matter is: "The customer's first invoice was estimated based on the previous usage at the property during a similar time of [REDACTED] total kWh's used during the timeframe the customer was connected between May1, 2025 and July 10' 2025 was 769 Kwh's. This was the total amount l [REDACTED] the customer during the time connected at the property. The customer was billed \$98.25 for 488 kWh and the base charge on the closing bill".

Per bills, usage record, and ledger attached, your bill covering 1 May to 13 May 2025 was based on estimated usage of 488 Kwh historical premise usa [REDACTED] your July bill for the overlapping period 1 May to 13 July of 769 Kwh (based on actual readings) less the previously billed 488Kwh/\$98.25.

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

Final Written DRO Decision: In the context of Board approved Regulations 2.2 and 5.1, N.S.Power has appropriately billed the Customer for service to [REDACTED] St over the 1May 2025 to 10 July 2025 period.

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, 166 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: liang lu [REDACTED]
Sent: September 11, 2025 2:52 PM
To: nspdisputeresolution@gmail.com
Cc: customerrelations@nspower.ca
Subject: Re: DRO 11 Sept re Llang Lu re Complaint and Request for Corrected Bill — [REDACTED]

Dear Farmer,

Regarding your explanation, I must respectfully disagree. The 488 kWh on the initial bill clearly represents the period from May 1 to May 12. This charge was not removed or credited, but instead was added later 281 kWh to reach the total of 769 kWh.

I do not agree with the initial bill, and I do not accept the May 1 starting meter reading. I respectfully request that NS Power recalculate the usage for May 1 to May 12 (488kWh 12days) based on the data of my actual consumption from May 13 to July 10 (281 kWh 58 days).

It appears that the two bills, as well as the concerns raised in my first email, were not carefully reviewed. If this is to be your Final Decision, I will have no choice but to appeal until this matter is properly resolved. However, if you are willing to take additional time to reconsider, I would be very grateful.

Sincerely,

Liang Lu

On Thu, Sep 11, 2025 at 2:12 PM <nspdissputeresolution@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

nspdissputeresolution@gmail.com

Liang Lu

The highlighted explanation of you May and July bills indicates to me that, in total after reconciliation of the May estimated reading/bill with the July reading/bill; that N.S.Power has appropriately billed you for the combined billing period.

If the above satisfies your concern, I will close my file on this matter. If the above does not satisfy your concern, I will issue a fully documented Final DRO Decision in the matter indicating the above as my Decision, which you may appeal to the NSEB. Your choice ?

Don Farmer, P.Eng.

Dispute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>

Sent: September 11, 2025 10:33 AM

To: nspdissputeresolution@gmail.com

Cc: [REDACTED] Customer Relations <customerrelations@nspower.ca>

Subject: RE: 9 Sept email to the DRO from Liang Lu re Complaint and Request for Corrected Bill — [REDACTED]

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. The customer's first invoice was estimated based on previous usage at the property during a similar time of year. The total kWh's used during the timeframe the customer was connected between May 1, 2025 and July 10 was 769 kWh's. This was the total amount billed to the customer during the time connected at the property.

The customer was billed \$98.25 for 488 kWh and the base charge on the Initial bill. The customer was credited \$98.25 for 488 kWh and the base charge on the Closing

?

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

Teri

From: liang lu [REDACTED]
Sent: September 10, 2025 2:50 PM
To: nspdisputeresolution@gmail.com
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: Re: 9 Sept email to the DRO from Llang Lu re Complaint and Request for Corrected Bill — [REDACTED]

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

Dear Officer,

Thank you for your reply. I have just contacted Nova Scotia Power and given my consent to release my account information to you for your investigation.

Previously, I communicated with N.S. Power by phone. At first, they admitted that the bill was incorrect, but later they said the bill was fine. I have described the detailed process in my previous email.

For your reference, I am copy the previous email and attaching the two relevant bills. I have also CC'd N.S. Power.

Thank you very much for your help.

Sincerely,

Liang Lu

below is my detailed initial email

Dear NS Power and Regulatory Department,

I moved into [REDACTED] on May 1. The first bill (May 1–May 12, 12 days) showed 488 kWh and \$115.71. From May 2 to May 7, I was in Toronto and the house was empty, so this usage is not reasonable. Flight tickets can be provided if required.

After receiving this first bill, I called NS Power. The reply was that it was only an estimated bill and later bills would be adjusted.

On July 10, I moved out. When I received the final bill, I found that the first bill had not been adjusted. I contacted NS Power again. At first, NS Power admitted a mistake and said a cheque would be issued. After another call gave a different answer: NS Power claimed the 488 kWh from the first bill had already been removed.

This is not correct. The two bills clearly show:

- First bill (May 1–May 12, 12 days): 488 kWh, \$115.71, average 40.7 kWh/day.
 - Following period (May 13–July 10, 58 days): 281 kWh, \$89.21.
 - Final bill: total 769 kWh (488+281)
- $\$200.54 = \$115.71 + \$89.21 - 4.38(\text{other charge})$

It is clear the first 488 kWh and \$115.71 were never removed. The final bill still includes them. A direct comparison of the first bill and the final bill proves this.

At move-in, the meter reading must have been inaccurate. It is impossible to use 488 kWh in 12 days, especially when the house was empty for almost a week. My household is very small: myself and old child. My husband works in Highland Park and is only home 2–3 days every two weeks. My son eats breakfast and lunch at school. I cook only 1–2 times per day, do laundry 1–2 times per week, air conditioning, not electric.

I kindly request NS Power to carefully review these two bills together and issue a corrected bill based on actual usage. Once a corrected bill is provided, I am ready to pay.

Copies of the first bill, final bill, and flight tickets can be provided on request.

Thank you for your assistance.

Sincerely,
Liang Lu
Account number: [REDACTED]
Service address: [REDACTED]

On Wed, Sep 10, 2025 at 1:17 PM <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

Liang Lu; N.S.Power Customer Relations

Liang

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 can be resolved through normal Customer channels. In my role I investigate N.S.Power's interpretation, and application, of Board approved Regulations. I have no jurisdiction over N.S.Power's day-to-day operations. My Decisions are binding on Nova Scotia Power but not on the Customer. Customer 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.

Specific bills can be other than expected if they are based on estimated – as opposed to actual – meter readings. As part of my investigation of this matter, I will determine if estimated meter readings are a factor in your dispute. Once an actual meter reading is obtained, following an estimated reading for purposes, any estimation error is fully reconciled in following bills, that are based on actual readings, as a result of the cumulative, and self-reconciling nature, of the meter reading process. The self-reconciling process is more fully explained in the immediately following paragraph.

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: liang lu [REDACTED]
Sent: September 9, 2025 11:10 PM
To: nspdisputeresolution@gmail.com
Subject: Complaint and Request for Corrected Bill — 19 Glebe Street-25483959

Dear NS Power and Regulatory Department,

I moved into [REDACTED] on May 1. The first bill (May 1–May 12, 12 days) showed 488 kWh and \$115.71. From May 2 to May 7, I was in Toronto and the house was empty, so this usage is not real. Flight tickets can be provided if required.

After receiving this first bill, I called NS Power. The reply was that it was only an estimated bill and later bills would be adjusted.

On July 10, I moved out. When I received the final bill, I found that the first bill had not been adjusted. I contacted NS Power again. At first, NS Power admitted a mistake and said a cheque would be issued. Later, another call gave a different answer: NS Power claimed the 488 kWh from the first bill had already been removed.

This is not correct. The two bills clearly show:

- First bill (May 1–May 12, 12 days): 488 kWh, \$115.71, average 40.7 kWh/day.
 - Following period (May 13–July 10, 58 days): 281 kWh, \$89.21.
 - Final bill: total 769 kWh (488+281)
- \$200.54 = \$115.71 + \$89.21-4.38(other charge)

It is clear the first 488 kWh and \$115.71 were never removed. The final bill still includes them. A direct comparison of the first bill and the final bill proves this.

At move-in, the meter reading must have been inaccurate. It is impossible to use 488 kWh in 12 days, especially when the house was empty for almost a week. My household is very small: myself & year-old child. My husband works in Highland Park and is only home 2–3 days every two weeks. My son eats breakfast and lunch at school. I cook only 1–2 times per day, do laundry 1–2 times per heating is oil, not electric.

I kindly request NS Power to carefully review these two bills together and issue a corrected bill based on actual usage. Once a corrected bill is provided, I am ready to pay.

Copies of the first bill, final bill, and flight tickets can be provided on request.

Thank you for your assistance.

Sincerely,

Liang Lu

Account number: [REDACTED]

Service address: [REDACTED]

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1e6f167079a808141b407d72f4470529.jpeg, 108ca39fd50da570b0e51a531ee0cd7c.jpeg, Liang Lu Ledger Copy.pdf, Liang Lu Meter Reads Copy.pdf, Regulation 5.1 Estimated Readings.pdf, Regulation 6.4 - Copy.pdf, Regulation 2.2 .pdf

Customer Relations <customerrelations@nspower.ca>

To: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>

Cc: [REDACTED] Customer Relations <customerrelations@nspower.ca>

Fri, Sep 12 at 2:55 PM

Mr. Farmer,

NS Power has noted the DRO's Final Written Decision on the subject account.

Teri

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>

Sent: September 12, 2025 2:39 PM

To: [REDACTED]

Cc: Customer Relations <customerrelations@nspower.ca>

Subject: DRO Final Written Decision re Lliang Lu dispute re billing 19 Glebe Street-25483959

****Exercise Caution - This is an external email from: nspdisputeresolution@gmail.com.**

[Quoted text hidden]

liang lu [REDACTED]

To: <nspdisputeresolution@gmail.com>

Cc: <customerrelations@nspower.ca>

Fri, Sep 12 at 3:22 PM

Dear Mr. Farmer,

Thank you for your Final Written Decision regarding my account [REDACTED]. I would like to provide clarification on my position.

The final billed usage of 769 kWh came from:

- May 1–12 (estimated 488 kWh), plus
- May 13–July 10 (actual 281 kWh).

The final bill of \$200.54 was calculated as:

- \$115.71 (for the estimated 488 kWh, May 1–12), plus
- \$89.21 (for May 13–July 10), minus
- \$4.38 (adjustment).

It is clear that the original 488 kWh and \$115.71 from the estimated bill were never removed. They remain included in the final calculation.

I have never claimed that Nova Scotia Power charged me twice for the same 488 kWh. My concern is that the 12-day estimate of 488 kWh itself is not reasonable compared with my actual usage (only 281 kWh over the next 58 days).

Since this issue was not resolved, I will proceed with an appeal to the Nova Scotia Utility and Review Board.

[Quoted text hidden]