

From: Rosemary Nearing <[REDACTED]>
Sent: September 22, 2025 2:04 PM
To: Board, NSUARB <Board@novascotia.ca>
Subject: Fw: DRO 22 Sept re Jean Nearing dispute with N.S.Power

You don't often get email from [REDACTED]

**** EXTERNAL EMAIL / COURRIEL EXTERNE ****

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Hi

My name is Jean R Nearing, I am attaching my conversations with the DRO to you regarding my high power bill. Below are all the payments for 2025. I have also made extra payments. As I explained to Teri the DRO, I have faithfully paid my power bills long before they were due. I had a credit of 477.01 before I received the last bill. Then I come to find out NS Power is charging me April to August 2025 which were already paid and I still get a double bill which I attached for the same months that were paid saying I owe basic charge of 76.68 and energy charge of 700.01. I was after paying $169.00 \times 5 = 845.00$ and now they took my 477.01 credit plus charged me an additional 776.99. As far as my bills I have always had a budget bill and the only time my bill changed was in January to give me a new budget so if I went over for the year I would pay a higher amount the next year and if I was under in my usage my bill would be lower the following year. I have never gotten a bill this close to the end of the year looking for more money. It seem that the cyber threat in my opinion is the cause of this hike in our power bills because I know a lot of people going through the same thing. If you look at the last row of numbers titled bills you will see that I mostly had credits up until the Sept 8th double bill. Now, the DRO sent me an e-mail this afternoon wanting to close this file because I have a credit on my account which they think NS Power gave me but they didn't. I got the credit because there was 53.05 owing on my account and I paid my Sept budget of 169.00 so that gave me the credit of 115.95. I tried to explain to the DRO that the credit came from me over paying the bill. Now they want to close this file and I do not want them too because this is still a problem and it needs to be fixed. Please feel free to call if you need anything else from me.

I do have another property that I am waiting for a bill from because I was told my the customer service rep that Union highway will be getting a double bill next month. I also have a credit on that account as well. Sorry I had to copy and past the bills and payments but it had no option to download like the power bill I attached did.

Thank you

Jean R Nearing
[REDACTED]

Payments
[REDACTED]

09/17/2025

Approved

\$169.00



07/24/2025

Approved

\$169.00



06/19/2025

Approved

\$169.00



05/22/2025

Approved

\$169.00



05/01/2025

Approved

\$169.00



04/16/2025

Approved

\$169.00



03/31/2025

Approved

\$169.00



03/12/2025

Approved

\$169.00



02/25/2025

Approved

\$169.00



01/22/2025

Approved

\$169.00



[REDACTED]

01/08/2025

Approved

\$207.00



[REDACTED]

12/11/2024

Approved

\$207.00

Bills

Oct 08, 2025

[REDACTED]

[REDACTED]

\$0.00

115.95 CR



Select Bill with Account Number [REDACTED] dated Sep 08, 2025[]

Sep 08, 2025

[REDACTED]

[REDACTED]

\$0.00

53.05



Select Bill with Account Number [REDACTED] dated Aug 06, 2025[]

Aug 06, 2025

[REDACTED]

[REDACTED]

\$0.00

308.01 CR



Select Bill with Account Number [REDACTED] dated Jun 17, 2025[]

Jun 17, 2025

[REDACTED]

[REDACTED]

-\$169.00

308.01 CR



Select Bill with Account Number [REDACTED] dated May 16, 2025[]
May 16, 2025

[REDACTED]

[REDACTED]

-\$169.00

402.23 CR



Select Bill with Account Number [REDACTED] dated May 06, 2025[]
May 06, 2025

[REDACTED]

[REDACTED]

\$0.00

64.23 CR



Select Bill with Account Number [REDACTED] dated Apr 09, 2025[]
Apr 09, 2025

[REDACTED]

[REDACTED]

\$169.00

246.87 CR



Select Bill with Account Number [REDACTED] dated Mar 10, 2025[]
Mar 10, 2025

[REDACTED]

[REDACTED]

\$169.00

91.13



Select Bill with Account Number [REDACTED] dated Feb 05, 2025[]
Feb 05, 2025

[REDACTED]

[REDACTED]

\$169.00

363.94 CR



Select Bill with Account Number [REDACTED] dated Jan 06, 2025[]
Jan 06, 2025

[REDACTED]

[REDACTED]

\$207.00

156.94 CR



Select Bill with Account Number [REDACTED] dated Dec 09, 2024[]

Dec 09, 2024



\$207.00

413.63 CR



Select Bill with Account Number [REDACTED] dated Nov 07, 2024[]

Nov 07, 2024



\$207.00

0.37

