

**Subject:** DRO Final Written Decision re MacKay Kincaid-Webster dispute with N.S.Power re Charged too much on power bill

**Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)**  
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MacKay Kincaid-Webster

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 had service from N.S.Power at [REDACTED] (Account # [REDACTED]); that the premise is a 14 apartment "motel type" building; that your dispute is that you believe that you were "charged way too much" on your last/closing power bill; that you disconnected your service when you moved out in May; that you were on the Equal Billing Plan; that since January you have been paying \$137.00 per month as your Equal Billing Plan payment (previously \$81.00 per month); and that your closing outstanding balance was \$789.59 (ledger attached).

Board approved Regulations relevant to this matter are 2.2, 5.3 and 6.4 – copy attached.

Regulation 5.3 states in part: "An Equal Billing Plan customer shall be billed monthly. The monthly billing amount shall be set twice in a year in January and July based upon the average kilowatt hour usage of the customer at the premises to which the application relates for the preceding 12 month period, and as adjusted for normal weather".

The plan spreads payments for estimated 12 month usage over 6 or 12 months. The payment is revised in January and/or July to reflect usage experience. The Customer would typically have a credit outstanding balance in summer and a deficit balance in fall/winter. Your outstanding 7 July 2025 balance per the attached ledger was \$789.59 – the Dec 2025 evolution of which would be revised when your Jan 2026 new monthly Equal Billing payment was set if you had not moved (as happened at end of 2024).

I note from the ledger and usage report attached that your consumption was as high as 2410 Kwh in Jan 2025, as low as 881 Kwh in Nov 2024, and 1248 Kwh in May 2025.

Final Written DRO Decision: In the context of Board approved Regulation 5.3, N.S.Power has appropriately billed the Customer for service at [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](mailto: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