

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

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Tariku Gashahun

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. My jurisdiction arises from NSUARB approved Regulation 6.4 – copy attached.

Your dispute is a N.S.Power charge of \$143.00 for a “priority connection”. You “.kindly request that I **not be charged for the priority connection**, and that my billing at the old address be **adjusted to end on October 16**, which is the date I moved out.”

In my role I investigate N.S.Power's interpretation, and application, of NSUARB approved Regulations. The attached Board approved Regulation 7.1 Schedule E permits/requires N.S.Power to charge \$143.00 for a “priority connection”.

DRO Final Written Decision - The attached Board approved Regulation 7.1 Schedule E permits/requires N.S.Power to charge \$143.00 for a “priority connection”.

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

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