



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 251031001

Submitted on: Friday, October 31 2025 at 02:46:14 PM (ADT)

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Contact Information

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| <b>Name on account:</b>        | Leslie Axford      |
| <b>Account number:</b>         | *****              |
| <b>Business contact:</b>       |                    |
| <b>Account address:</b>        | Address 1: *****   |
|                                | Address 2: *****   |
|                                | City: *****        |
|                                | Province: *****    |
|                                | Postal code: ***** |
|                                | Country: *****     |
| <b>Email Address:</b>          | *****              |
| <b>Mailing address:</b>        | Address 1: *****   |
|                                | Address 2: *****   |
|                                | City: *****        |
|                                | Province: *****    |
|                                | Postal code: ***** |
|                                | Country: *****     |
| <b>Telephone number:</b>       | *****              |
| <b>Alternate phone number:</b> | *****              |

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Complaint Information

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**DRO made decision on:** October 25, 2025

**Type of complaint:** Billing Issues

**Additional details:**

To whom it may concern, My initial email/complaint to the DRO was as follows... "Much of the communication I had with NS Power was via phone call, so I looked through my cell phone records for dates and summarized the conversations below. I requested to be placed on a bi-monthly billing cycle upon setting up my NS Power account in 2024 when we took possession of 61 Levy Rd. and had been billed bi-monthly up until August. In July, when I received my next bill, I noticed it was \$2142.86, which was a substantial increase from my previous bi-monthly bills that were automatically withdrawn from my account. I immediately contacted NS Power via phone call and was informed that it was a mistake and that the bill was for a seasonal rate, which the previous owner had set-up. During this phone call, I was assured it would be resolved, someone would be sent out to read the meter, and the \$2142.86 would not come out of my account and I would continue to be billed bi-monthly. On August 15, I noticed the \$2141.86 was in fact withdrawn from my TD checking account (August 12). I then contacted NS Power again via phone (on August 15) to rectify this issue and inquire why the amount was withdrawn when I told it would be resolved.

I spoke to Michaela, who looked at my account and also agreed this bill was in error. She stated the previous customer service employee should have instructed me to turn off "Auto-pay" to avoid further issues. When I asked, she also informed me no one was sent to read the meter. She instructed me to turn off autopay immediately and send her pictures of the meter, which I did on August 16. She informed me the issue would be resolved and she would reply to me on Monday (August 18). The attached email thread shows my initial email and two follow up emails (on August 18 and August 22) with no reply. I then called NS Power customer service again (August 25 or 26) and spoke to a gentleman who's name I cannot recall (there should be records of this phone call on my account). This individual requested another picture of the meter, which I provided (see attachment) and stated he was sending my concerns to a different team and that I should estimate my September payment based on previous bills and would receive a refund within 3 weeks for the August bill. After 3 weeks I did not receive a phone call, email, cheque/refund as promised, or any other communication from NS Power, so I reached out again on Sept 14.

I believe this is when I spoke to Liam in customer service on the phone, who again, agreed this was likely an error and said he would investigate further. In later phone communication with Liam, I was informed I would receive a cheque. I received an email from Liam (which is attached) on September 24, stating that I was only being credited \$302.17 and that the large bill was for 7 months, as the seasonal rate was not removed from my account until July 11. I emailed back asking for clarity, as I did not agree to a seasonal rate. I was met with an automatic reply email stating "at this time we are not managing email inquiries". Upon receiving this auto-reply email, I emailed the DRO for assistance, as I had not received a solution from NS Power for several months. Please feel free to contact me with any further questions or concerns. Thank you for your assistance. I appreciate it. Sincerely, Leslie Axford"

----- I also wrote the DRO another email, as I do not feel the bill of \$2141.86 could possibly be accurate, even if they did accidentally place me on a seasonal rate. P

lease see the email quoted below...

----- "Mr. Farmer, I do not feel NS Power's proposal/resolution is acceptable, nor accurate. I made it very clear upon setting up my account that I did not want seasonal billing and I requested bi-monthly billing. Furthermore, we did not move into the home until the end of December 2024 and, although we are living there, are still in the process of renovations. We just had lights installed in the majority of the home 1 month ago and have been using battery powered lamps/lighting in the main living spaces. We do not have air conditioning, we do not have a dishwasher yet, and our washing machine and dryer are not yet hooked up. In the winter months we had had the heat turned down very low and have not had the baseboard heating connected in multiple rooms yet. The house is only ~1000sq feet. Based on the seasonal bill of \$2142.86 for 7 months (two of which we had everything shut off as we had not moved in until December and were away for work for another month), that would equate to an average of \$306/month or over \$600 bi-monthly. Th

is bill is well over double what my parents and parent-in-law pay for homes that are much larger than ours and have higher energy use. Is there the potential that this amount was estimated from the previous owner? Did a NS Power employee physically read the meter for the seasonal meter reads? Is there a potential miss-read due to the cyberattack? Thank you for your attention. We are looking forward to your response."

----- In conclusion, I do not feel that the offering of \$100 from NS Power is acceptable nor just. I had multiple staff members of NS Power agree that this bill was a mistake and told me it would be resolved and would not be taken from my account, I was billed a seasonal rate when I specifically requested bi-monthly billing, and experienced misinformed and inaccurate information from customer service from multiple employees over the course of several months. I also feel the bill of \$2142.86 for 7 months is impossible given the fact we barely have any lights in the house, do not have air con and only have 3 small operational baseboard heaters that we set at 15\* through the winter months only, and have no major appliances hooked up (aside from the stove ) due to renovations. Whe

n I questioned the accuracy of the meter read and whether it was a smart read, estimated from the previous owner, or if the cyber attack could have something to do with an incorrect read, I received no reply. I have attached all supporting documents, including the bills from my account, emails, etc. Please let me know if there is any other information you need and I would be happy to respond via phone or email. I look forward to hearing from you. Sincerely, Leslie Axford

**How do they want the complaint resolved?**

I would like an explanation and more fair/appropriate resolution to the aforementioned complaint due to the misinformation and false promises provided to me on multiple occasions by NS Power and the financial hardship it caused due to the unexpected withdrawal of >\$2100 from my bank account when I was assured it would not be withdrawn and the issue would be resolved. I reasonably request the amount of \$2142.86 be returned to my bank account or a cheque sent (as I was informed would be the case by multiple NS Power employees), as I requested bi-monthly billing when setting up my account and was informed this amount would not be withdrawn. I have no problem paying the appropriate amount for my power bill if I am billed bi-monthly as requested initially and if said amount is accurate. I would like information regarding how the \$2142.86 was obtained over the 7months, as this seems unfeasible given our energy usage, the size of our home, and upon discussion of multiple friends and family members with much larger homes, multiple people living in the homes, and all lights/appliances operational on a daily basis.

I would like assurance that this amount is not in error due to the cyber attack, based on the previous owners bill, or issues with the meter read.

**Supporting documents  
uploaded:**

- Payment History.pdf
- 1. Email chain after phone calls w: meter reading pdf.pdf
- 2. Requested meter reading emailed to NS power Aug 26.PDF
- 3. Email chain continued.pdf
- 4. Response to my email about dissatisfaction w: resolution.pdf
- March 2025.pdf
- Dec 2024.pdf
- January 2025.pdf
- November 2025.pdf
- May 2025.pdf
- Nov 2024.pdf
- August 2025.pdf
- September 2025.pdf
- October 2025.pdf
- Regulation 2.2 .pdf
- Meter Reads 1638031-3.PDF
- Regulation 3.3 Seasonal.pdf
- Ledger 1638031-3.PDF
- Regulation 5.1 Estimated Readings.pdf
- Gmail - DRO Final Written Decision re Leslie Axford dispute re Power Bill for 61 Levy Road (Account1.html