



DRO Final Written Decision re Leslie Axford dispute re Power Bill

nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>

Sat, Oct 25, 2025 at 12:51 PM

Reply-To: nspdisputeresolution@gmail.com

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, Fax (902) 835-7744

nspdisputeresolution@gmail.com

Leslie Axford

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 have service from N.S.Power at [REDACTED] that you moved into the 1000 sq ft premise in Dec 2024 and have been renovating; that you dispute your July 2025 seasonal bill for \$2142.86; that payment of that amount was withdrawn from your TD Account in Aug; that you indicate that you had requested bi-monthly billing when the Account was set up in 2024; that the previous premise occupant had been on seasonal billing and N.S.Power had placed you on seasonal billing also; that you indicate that N.S.Power indicated that a \$ 2100 cheque would be issued to you; that the attached ledger indicates that your Account was credited with \$2141.86 on 13 Aug 2025 bringing your outstanding balance down to \$508.62 as of 14 Aug; that a meter reading was obtained on 23 Sept resulting in a credit of 1564 Kwh /\$302.17 being applied to your Account; that you were billed for July and Aug consumption on 15 Oct reducing your outstanding balance; and that N.S.Power has indicated "Due to the confusion and inconvenience created by the customer not initially being informed that this premise was on a seasonal rate, NS Power will be applying a \$100 Goodwill credit to the customer's account."

Board approved Regulations relevant to this matter are 2.2, 3.3, 5.1, and 6.4 – copy attached.

Final Written DRO Decision: In the context of Board approved Regulations, after adjustments N.S.Power has appropriately billed the Customer for service to 61 Levy Rd (Account # 1638031-3).

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 ;Telephone - 902-424-1332 ,Toll Free in NS: 1-833-809-0040 ; Fax - 902-424-3919

Don Farmer, P.Eng.

Dispute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>

Sent: October 24, 2025 4:23 PM

To: nspdissputeresolution@gmail.com; Leslie Axford <[REDACTED]>

Cc: Customer Relations <customerrelations@nspower.ca>

Subject: Re: DRO 23 Oct re Leslie Axford dispute re Power Bill for [REDACTED]

Mr. Farmer,

Access for the DRO has been granted on subject account# 1638031-3.

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.

The subject account was connected to the premise [REDACTED], 2024. The premise was on a seasonal rate at the time and as such the customer did not receive their first bill for energy consumption or applicable base fees until July 2025. Upon receiving the estimated July bill for seven months the customer contacted customer care, and the premise was removed from seasonal billing.

On August 26th the customer contacted customer care again after receiving another estimated bill with an estimated read of 32523.59 kWh and submitted a photo of their meter showing it to be reading at 30960 kWh. The customer was then issued a new bill for September crediting back the most recent estimate and billing back the correct usage based on the read submitted by the customer, a difference of 1,563.59 kWh. This reduced the customer's account balance by \$302.17, however as seen on the attached ledger, at no point in time was there a credit balance on the account that could have been refunded to the customer.

Due to the confusion and inconvenience created by the customer not initially being informed that this premise was on a seasonal rate, NS Power will be applying a \$100 Goodwill credit to the customer's account.

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

Dawson

From: Leslie Axford [REDACTED]
Sent: Thursday, October 23, 2025 19:09
To: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: Re: DRO 23 Oct re Leslie Axford dispute re Power Bill for [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.**

Thank you for clarifying!

Have a great day.

Leslie

On Thu, Oct 23, 2025, 10:01 AM <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

Leslie Axford

-

In response to your immediately following email :

-

I have asked N.S.Power to provide their position and related documents – not you.

I received the email you sent last evening it was attached to my last email and is attached to this email.

I don't need anything more from you at this time.

Don Farmer, P.Eng.

Dispute Resolution Officer

From: Leslie Axford <[REDACTED]>
Sent: October 23, 2025 11:23 AM
To: nspdisputeresolution@gmail.com; Customer Relations <customerrelations@nspower.ca>
Subject: Re: DRO 23 Oct Re-Open FILE re Leslie Axford dispute re Power Bill for [REDACTED]

Hello Don,

I received your email this morning asking me to provide N.S.Power's position on the matter and copies of relevant account statements, meter reading information, and relevant notices. I sent an email to both you and NS Power last night giving my consent to access my account, a statement regarding both my position and NS Power's, and relevant documents via attachments. I want to confirm that you received that email and its attachments. If not, I would be happy to resend it. Is there any other information you need from me prior to proceeding?

Leslie Axford

On Thu, Oct 23, 2025 at 8:44 AM <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

Leslie Axford; N.S.Power Customer Relations

Leslie

In response to your attached email messages, 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 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.

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.

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

Sent: October 22, 2025 4:59 PM

To: 'Leslie Axford' [REDACTED]

Cc: 'Customer Relations' <customerrelations@nspower.ca>

Subject: DRO 22 Oct Re-Open FILE re Leslie Axford re Power Bill for [REDACTED]

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

N.S.Power, Leslie Axford

I will reopen the file assuming Consent will be supplied to N.S.Power by weeks end.

Don Farmer, P.Eng.

Dispute Resolution Officer

From: Leslie Axford [REDACTED]
Sent: October 22, 2025 4:53 PM
To: nspdisputeresolution@gmail.com
Cc: Customer Relations <customerrelations@nspower.ca> [REDACTED]
Subject: Re: DRO 22 Oct CLOSE FILE re Leslie Axford re Power Bill for [REDACTED]

Hello Don,

I sent an email shortly after you responded to my initial request with documents and consent to access my account as requested, but it must not have gone through.

I will resend it as soon as I get off work today. Is it ok to keep the file open?

Thank you for your attention on this matter.

Sincerely,

Leslie Axford

On Wed, Oct 22, 2025, 11:46 AM <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

N.S.Power, Leslie Axford

As a result of the Customer not giving consent for me to review her Account file, which is required by Federal Privacy Law before I can investigate a dispute, I am closing my file on the matter.

Don Farmer, P.Eng.

Dispute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>

Sent: September 25, 2025 1:57 PM

To: 'nspdisputeresolution@gmail.com' <nspdisputeresolution@gmail.com> [REDACTED]

Cc: Customer Relations <customerrelations@nspower.ca>

Subject: RE: 25 Sept email to the DRO from Leslie Axford re Power Bill [REDACTED]

Mr. Farmer,

Access for the DRO has not been granted on the subject account.

Leslie, if you wish to provide consent to release your account information to the Dispute Resolution Officer (DRO), please reply to this email stating your permission.

Teri

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

Sent: September 25, 2025 10:45 AM

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

Subject: 25 Sept email to the DRO from Leslie Axford re Power Bill for [REDACTED]

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

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

Leslie Axford; N.S.Power Customer Relations

Leslie

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 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.

If you have not already done so, please contact N.S. Power by telephone at 1-800-428-6230 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.

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: Leslie Axford [REDACTED]
Sent: September 25, 2025 9:27 AM
To: nspdisputeresolution@gmail.com
Subject: Power Bill for [REDACTED]

Hello,

I have been in contact for NS power since July to resolve a large bill that was automatically taken out of my account in August. I initially contacted them when I received the bill in July and they agreed it was an error (I was charged a seasonal rate when I am typically billed bi-monthly) and I was told the issue was resolved. In August, the disputed amount of >\$2100 was taken from my account. Since that time, I have had multiple phone conversations and email contact with no follow up or resolution. I have had multiple NS Power customer service/billing employees agree that I was charged a seasonal rate in error and today I received an email with only a \$300 adjustment, when yesterday I was informed the >\$2100 would be sent to me as a cheque.

I would be interested in having a phone conversation to explain further at your earliest convenience, as this has been a 3month process with no resolution.

Thank you and have a great day.

Leslie Axford

Confidentiality Notice - The email communication is considered confidential and is intended only for the recipient(s). If you received this email in error, please contact the sender and delete the email. Unauthorized disclosure or copying of this email is prohibited.

Attachment Limits - Emera will not accept email larger than 50MB or emails containing high risk attachments like ZIP, EXE or others that could contain viruses. If you have a business need to send such an email, please contact the recipient for instructions.

----- Forwarded message -----

From: Leslie Axford <[REDACTED]>
To: <nspdisputeresolution@gmail.com>
Cc: Customer Relations <customerrelations@nspower.ca>
Bcc:
Date: Wed, 22 Oct 2025 23:57:59 -0300
Subject: Re: DRO 22 Oct Re-Open FILE re Leslie Axford re Power [REDACTED]

Hi Don,

I have emailed NS Power with consent to grant access to my account. Please find all email communication, meter readings, bills, and relevant documents attached.

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.

As noted in my initial email to you, 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 [REDACTED] 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

until July 11. I emailed back asking for clarity, as I did not agree to a seasonal rate and had been billed bi-monthly since we took possession. 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 you for assistance.

Please feel free to contact me with any further questions or concerns.

Thank you for your assistance. I appreciate it.

Sincerely,

Leslie Axford

5 attachments



Ledger 1638031-3.PDF
5K



Meter Reads 1638031-3.PDF
3K



Regulation 2.2 .pdf
27K



Regulation 5.1 Estimated Readings.pdf
30K



Regulation 3.3 Seasonal.pdf
27K