

November 18, 2025

PARTIALLY CONFIDENTIAL

Lisa Wallace
Chief Clerk of the Board
Nova Scotia Energy Board
1601 Lower Water Street, 3rd Floor
Halifax, NS B3J 3S3

Re: M12544 – DRO Appeal – Leslie Axford

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated November 3, 2025, the Board directed as follows:

By copy of this letter, the Board directs Nova Scotia Power Inc. (NS Power, Company) to file a response with the Board to the enclosed DRO Appeal on or before **2:00 PM on Tuesday, November 18, 2025**. NS Power must also provide a copy of their response to the appellant, Ms. Leslie, Axford.

Ms. Axford is appealing a decision by the Dispute Resolution Officer (DRO) dated October 25, 2025. The complete DRO file as provided by the DRO pertaining to this decision is included as **Confidential Attachment 1**. Attached as **Confidential Attachment 2** are the relevant customer account and communication notes from NS Power's CIS database.

Please accept the following summary of activities and communications pertaining to the October 25, 2025, DRO decision being appealed by Ms. Axford:

- July 11, 2025 – Ms. Axford called NS Power regarding a high bill and was advised that the bill was an estimate. The NS Power representative switched her billing from seasonal to standard billing. This is referenced on pages 1 to 2 of 8 in Confidential Attachment 2.
- August 15, 2025 – Ms. Axford called NS Power again regarding the estimated bill. She explained she had taken possession of the home in October 2024 and did not realize the account was on seasonal billing. She was upset that the full balance had been withdrawn and questioned why she was not advised to edit payment settings. The NS Power representative instructed her to provide a photo of the meter so the bill could be adjusted and a credit created. This is referenced on page

3 of 8 in Confidential Attachment 2.

- August 26, 2025 – Ms. Axford contacted NS Power requesting a bill adjustment after receiving two estimated bills showing a meter read of 32,523.59 kWh. She submitted a photo of the meter showing an actual read of 30,960 kWh. NS Power confirmed the overcharge of 1,564 kWh and noted the account was being adjusted. This is referenced on page 4 of 8 in Confidential Attachment 2.
- September 22, 2025 – Ms. Axford called NS Power stating the billing adjustment had not been completed and referenced the July bill for \$2,141.86. The representative escalated the issue for resolution. Ms. Axford requested a refund cheque as soon as the new bill was posted. This is referenced on pages 6 to 7 of 8 in Confidential Attachment 2.
- September 24, 2025 – NS Power re-billed the account based on the actual meter read of 30,960 kWh provided by the customer, which resulted in a credit due to the earlier overestimated meter readings. NS Power emailed the details to Ms. Axford and explained the credit was less than expected because the \$2,141.86 bill reflected seasonal billing over seven months, and seasonal status was only removed from the account in mid-July. This is referenced on page 8 of 8 in Confidential Attachment 2.
- September 25, 2025 – Ms. Axford contacted the DRO to formally dispute her bill. This is referenced on page 1 of 18 in the DRO file attached as Confidential Attachment 1.
- September 25, 2025 – The DRO responded to the customer and NS Power. He summarized his role and asked NS Power to provide its position in the matter as well as relevant account documentation. This is referenced on page 2 of 18 in the DRO file attached as Confidential Attachment 1.
- September 25, 2025 – NS Power responded to the DRO and customer informing the DRO that consent had not been granted on the subject account and asked Ms. Axford to provide her consent to release account information to the DRO. This is referenced on page 3 of 18 in the DRO file attached as Confidential Attachment 1.
- October 22, 2025 – The DRO advised NS Power and Ms. Axford that, as a result of the customer not providing consent to review her account file, he was closing his file on the matter. This is referenced on page 4 of 18 in the DRO file attached as Confidential Attachment 1.
- October 22, 2025 – Ms. Axford indicated she would resend her consent and asked if the file could remain open. The DRO advised that he would reopen the file

assuming consent was supplied to NS Power by week's end. This is referenced on page 5 of 18 in the DRO file attached as Confidential Attachment 1.

- October 22, 2025 – Ms. Axford emailed the DRO confirming she had emailed NS Power consent and attached supporting documents (meter readings, bills, prior communications). She summarized her interactions with NS Power. This is referenced on pages 6 to 7 of 18 in the DRO file attached as Confidential Attachment 1.
- October 23, 2025 – The DRO restated the purpose of his role and asked NS Power to provide its position in the matter as well as relevant account documentation. This is referenced on page 8 of 18 in the DRO file attached as Confidential Attachment 1.
- October 24, 2025 – NS Power responded to the DRO stating:

[...] The subject account was connected to the premise [REDACTED] Oct 25th, 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 32,523.59 kWh and submitted a photo of their meter showing it to be reading at 30,960 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.

NS Power attached the account ledger and meter reads for the subject account (# [REDACTED]). This is referenced on pages 12, 15, and 16 of 18 in the DRO file attached as Confidential Attachment 1.

- October 24, 2025 – Ms. Axford responded to NS Power’s reply, disputing its proposal and reiterating that she had requested bi-monthly billing and not seasonal billing. She raised concerns about the accuracy of the meter reads and questioned whether the amount was estimated from the previous owner. This is referenced on page 11 of 18 in the DRO file attached as Confidential Attachment 1.
- October 25, 2025 – The DRO issued a Final Written Decision to Ms. Axford pertaining to this appeal, finding as follows:

In the context of Board approved Regulations, after adjustments N.S. Power has appropriately billed the Customer for service to [REDACTED]
[REDACTED]

This is referenced on pages 17 to 18 of 18 in the DRO file attached as Confidential Attachment 1.

- October 31, 2025 – Ms. Axford appealed the DRO’s decision with the NSEB.

NS Power agrees with the DRO’s decision that NS Power has appropriately billed Ms. Axford.

Ms. Axford connected service at [REDACTED] on October 25, 2024. At that time, the property was already set up on seasonal billing, which is permitted under Regulation 3.3 of the NS Power Regulations. Seasonal billing is intended for properties where electricity usage is concentrated in certain periods and allows charges to be grouped and billed in designated intervals. In this case, the customer received her first usage bill for the period October 25 to November 4, 2024, representing the fall billing cycle under the seasonal plan and including the streetlight rental charge. Following this bill, Ms. Axford received three subsequent invoices for streetlight rental only, with no usage billed until July 2025. Copies of Ms. Axford’s bills from October 25, 2024, to the present have been included as **Confidential Attachment 3** for reference.

In July 2025, Ms. Axford received an estimated bill of \$2,141.86 for usage from November to June, covering 218 days and an estimated 10,834 kWh. This estimate was based on historical consumption for the property during similar periods. When Ms. Axford contacted NS Power on July 11, she was advised that the bill was estimated and her account was switched from seasonal to standard bi-monthly billing. On August 14, Ms. Axford received a subsequent estimated bill of \$508.62 for service from June 10 to August 14, 2025, based on an estimated read of 32,523.59 kWh.

Ms. Axford called again on August 15, expressing concern that the full balance from the

July bill had been withdrawn. The representative requested a photo of the meter reading so the bill could be adjusted. On August 26, Ms. Axford submitted the photo, and NS Power confirmed the actual read of 30,960 kWh. This confirmed that Ms. Axford used a total of 11,534 kWh¹ over the period of November 4, 2024, to August 26, 2025. Based on this reconciliation, NS Power determined that the earlier estimates exceeded actual usage by approximately 1,564 kWh². This variance was corrected on the September 2025 bill, which included an adjustment of 1,564 kWh³ to accurately reflect the customer's true consumption.

NS Power sincerely apologizes for any confusion arising from prior communications and for the inconvenience caused by the seasonal billing arrangement. The customer is now enrolled in standard bi-monthly billing, and NS Power's CIS records and billing documentation confirm that all estimated charges have been replaced with actual usage data. The account has been fully reconciled in accordance with Board-approved billing practices.

The Company's role is to deliver electricity to the metering point and does not extend to how energy is consumed on the customer's premises. A customer's usage is a function of lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors beyond NS Power's control (for example, outside temperatures, including extreme temperatures and fluctuating temperatures, faulty wiring, ground faults, or theft of power).

Please consider the enclosed information confidential due to the personal nature of the information that has been provided. NS Power has forwarded a copy of this correspondence to Ms. Axford by e-mail.

Yours truly,



Kathleen Murray
Regulatory Counsel

Encl.
Ms. Leslie Axford

¹ 30,960 kWh (true read from August 26, 2025) – 19,425.59 kWh (previous true read from November 4, 2024) = 11,534 kWh

² 13,098 kWh (estimated consumption from November 4, 2024, to August 14, 2025) – 11,534 kWh (actual consumption for the period) = 1,564 kWh

³ See *Energy Charges* on September Bill (700 kWh – 2,264 kWh = -1,564 kWh).

LESLIE AXFORD

nspdisputeresolution@gmail.com

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

nspdisputeresolution@gmail.com

From: nspdisputeresolution@gmail.com
Sent: September 25, 2025 10:45 AM
To: [REDACTED]
Subject: 25 Sept email to the DRO from Leslie Axford re Power Bill [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

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.

nspdisputeresolution@gmail.com



From: Customer Relations <customerrelations@nspower.ca>
Sent: September 25, 2025 1:57 PM
To: [REDACTED]
Cc: Customer Relations
Subject: RE: 25 Sept email to the DRO from Leslie Axford re Power B [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 [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

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nspdisputeresolution@gmail.com

From: nspdisputeresolution@gmail.com
Sent: October 22, 2025 4:47 PM
To: [REDACTED]
Subject: DRO 22 Oct CLOSE FILE re Leslie Axford re Pov [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

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 [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: leslieaxford8@gmail.com; Customer Relations <customerrelations@nspower.ca>
Subject: 25 Sept email to the DRO from Leslie Axford re Power Bill for 61 Levy Road

Re Open

nspdisputeresolution@gmail.com

From: nspdisputeresolution@gmail.com
Sent: October 22, 2025 4:59 PM
To: 'Leslie Axford'
Cc: 'Customer Relations'
Subject: DRO 22 Oct Re-Open FILE re Leslie Axford re Po [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: [REDACTED]
Sent: October 22, 2025 4:53 PM
To: nspdisputeresolution@gmail.com
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: Re: DRO 22 Oct CLOSE FILE re Leslie Axford [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

Re Open 22 Oct

nspdisputeresolution@gmail.com

From: Leslie [REDACTED]
Sent: October 22, 2025 11:58 PM
To: nspdisputeresolution@gmail.com
Cc: Customer Relations
Subject: Re: DRO 22 Oct Re-Open FILE re Leslie Axford re Power [REDACTED]
Attachments: 4. Response to my email about dissatisfaction w_ resolution.pdf; 2. Requested meter reading emailed to NS power Aug 26.PDF; 3. Email chain continued.pdf; 1. Email chain after phone calls w_ meter reading pdf.pdf; January 2025.pdf; August 2025.pdf; Dec 2024.pdf; May 2025.pdf; March 2025.pdf; October 2025.pdf; November 2025.pdf; September 2025.pdf; Nov 2024.pdf; Payment History.pdf

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. [REDACTED] 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

nspdisputeresolution@gmail.com

From: nspdisputeresolution@gmail.com
Sent: October 23, 2025 9:44 AM
To: [REDACTED]
Subject: DRO 23 Oct Re-Open FILE re Leslie Axford dispute re Power
Attachments: Re: DRO 22 Oct Re-Open FILE re Leslie Axford re Power Bill
DRO 22 Oct CLOSE 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

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.

nspdissputeresolution@gmail.com

From: Leslie Axford [REDACTED]
Sent: October 23, 2025 11:23 AM
To: nspdissputeresolution@gmail.com; Customer Relations [REDACTED]
Subject: Re: DRO 23 Oct Re-Open FILE re Leslie Axford dispute re [REDACTED]

Hello Don,

X Axford NS
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 <nspdissputeresolution@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

nspdissputeresolution@gmail.com

Leslie Axford; N.S.Power Customer Relations

Leslie

~~Leslie Axford~~
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nspdisputeresolution@gmail.com

From:

Sent:

To:

Cc:

Subject:

nspdisputeresolution@gmail.com

Customer Relations

Re: DRO 23 Oct re Leslie Axford dispute re Po

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.

nspdisputeresolution@gmail.com

From: [REDACTED]
Sent: October 24, 2025 5:28 PM
To: nspdisputeresolution@gmail.com
Cc: Customer Relations
Subject: Re: DRO 23 Oct re Leslie Axford dispute re Power Bill [REDACTED]

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. This 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.

Leslie Axford

On Fri, Oct 24, 2025 at 4:22 PM Customer Relations <customerrelations@nspower.ca> wrote:
Mr. Farmer,

Access for the DRO has been granted on subject account [REDACTED]

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 61 Levy Rd On Oct 25th, 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.

nspdisputeresolution@gmail.com

From: Customer Relations <customerrelations@nspower.ca>
Sent: October 24, 2025 4:23 PM
To: nspdisputeresolution@gmail.com; Leslie Axford
Cc: Customer Relations
Subject: Re: DRO 23 Oct re Leslie Axford dispute re Pow [REDACTED]
Attachments: Ledger 1638031-3.PDF; Meter Reads 1638031-3.PDF

Mr. Farmer,

Access for the DRO has been granted on subject account [REDACTED]

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 61 Levy Rd On Oct 25th, 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 [REDACTED]

1/2

LESLIE AXFORD

61 Levy Rd

Sunny

+ Moved into Dec 2024. Renovating 1000 sq ft house
 + Despite relates to a large bill in August
 July for \$2142.86

✓ NSP collects bill was an error when
 occurred in July

✓ Bill as seasonal when you legally
 pay bi monthly. (Penny the property owner was on record)

+ \$2141.86 ~~bill~~ cash auto payment from bank
 account in Aug

✓ 5 Sept received a card for NSP with
 only a \$300 adjustment - that you

+ That the amount had been input
 \$2100 cheque would be sent.

✓ Request to be placed as bi-monthly
 billly who heat set up in 2024.
 * Bill bi monthly up to August

— Provide photos of meter early
 to NSP

— Told would be ready to refer
 sign on 14 Sept
 for \$302.17

— But Bill was for 7 months

2/2

- ^{NSP credit} NSP credit properly recorded 250 at 2024.
- ^{NSP credit} Previous account record bill by option estimate
- Estimated bill corrected by extra photo
 (32523, reduced to 30960 Kw)
 Kw1
- NSP credits record per the Kw1
 concepts recorded - being O/S
 bal of ^{262.84} ~~302.17~~ (ledger attached)
- Due to confusion & increase, NSP
 will be apply a \$100 Goodwill
 credit to the Account
- 2141 credited - see ledger

2025/10/24 1:49 PM

Page 1

*** NOVA SCOTIA POWER INC. ***

Statement of Account / Customer / Premises

Acct. LESLIE A AXFORD

Account #

Phone no.

61 LEVY RD
HACKETTS COVE, NS NS
B3Z3L2

Bill Date	Type	Net KWH	Billed Demand	Energy Charge	All Taxes	Other	Payment	Balance
2025/10/15	Elec	156.00		56.44	6.15	23.80		262.84
2025/09/23	Elec	1,564.00CR		179.13	46.54CR	23.80		176.45
2025/09/16	Elec						30.00CR	478.62
2025/08/14	Elec	2,264.00✓		458.56	26.26	23.80		508.62
2025/08/13	Elec						2,141.86CR	2,141.86
2025/07/29	Elec	10,834.00		2,014.04	104.02	23.80		2,141.86
2025/05/15	Elec						27.11CR	27.11
2025/04/11	Elec				3.33	23.78		27.11
2025/03/18	Elec						26.91CR	26.91
2025/02/13	Elec				3.51	23.40		26.91
2025/01/14	Elec						26.78CR	26.78
2024/12/12	Elec				3.47	23.12	118.25CR	26.78
2024/12/03	Late Charge					.19		118.44
2024/11/04	Elec	389.00		75.25	7.23	23.12		118.25
2024/10/25	Elec				1.65	11.00		12.65

Second

*U*02-17✓*

Total Accounts Receivable Aging

Current	31 - 60	61 - 90	Over 90
215.78CR	.00	478.62	.00
Aged Total	Unposted \$	Adjustments	Total
262.84	.00	.00	262.84

2025/10/24 1:53 PM
AQ150

Page 1
PDFL/CIS1310R

* * * NOVA SCOTIA POWER INC. * * *

Usage Information Report

Account # [REDACTED] LESLIE A AXFORD
Premises # [REDACTED]
Meter # 2056840
Utility E

Bill Date	Utl	Meter #	U/R	Read Date	Reading	Usage
2025/10/15	E	2056840	R	2025/10/08	31116.00	156.00
2025/09/23	E	2056840	R	2025/08/26	30960.00	700.41
2025/09/23	E	2056840	U	2025/08/14	32523.59	
2025/08/14	E	2056840	U			2264.00
2025/07/09	E	2056840	R	2025/06/10	30259.59	10834.00
2024/11/04	E	2056840	R	2024/11/04	19425.59	388.88

nspdisputeresolution@gmail.com

From: nspdisputeresolution@gmail.com
Sent: October 25, 2025 12:51 PM
To: [REDACTED]
Cc: 'Customer Relations'
Subject: DRO Final Written Decision re Leslie Axford dispute re Power Bill [REDACTED]
(Account1638031-3)
Attachments: Ledger 1638031-3.PDF; Meter Reads 1638031-3.PDF; Regulation 2.2 .pdf; Regulation 5.1 Estimated Readings.pdf; Regulation 3.3 Seasonal.pdf

Final Decision

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] Account # [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 # [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 ;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: nspdisputeresolution@gmail.com; [REDACTED]

Cc: Customer Relations <customerrelations@nspower.ca>

Subject: Re: DRO 23 Oct re Leslie Axford dispute re Powe [REDACTED]

Mr. Farmer,

Access for the DRO has been granted on subject account# [REDACTED]

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]. 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

July 11, 2025

Utility Contacts by Account # (UCAC) - CIS3315 - *** NOVA SCOTIA POWER INC....

File Edit Functions Go Path Help

Path Account Name AXFORD, LESLIE A

CC List/Acct # CC Acct Info CC Comment Hist CC Comment Entr CC Def/Response

Contact Number Contact Type HIGH HIGH Bill Inquiries

Print Date 17 Print Amount

Letter comment 1

Letter comment 2

Letter comment 3

Comment Lines	Type
SW LESLIE HIGH BILL INQ. ADV THIS BILL IS AN ESTIMATE	C
A0890 EVAN	C

Investigate Fold/Unfold

OK Cancel

Utility Contacts by Account # (UCAC) - CIS3315 - *** NOVA SCOTIA POWER INC....

File Edit Functions Go Path Help

Path Account Name AXFORD, LESLIE A

CC List/Acct # | CC Acct Info | CC Comment Hist | CC Comment Entr | CC Def/Response |

Contact Number Contact Type RCHG RATE change

Print Date 17 Print Amount

Letter comment 1

Letter comment 2

Letter comment 3

Comment Lines	Type
SW LESLIE CHANGED FROM SEASONAL TO STANDARD BILLING A0890 EVAN	C

Investigate Fold/Unfold

OK Cancel

August 15, 2025

Utility Contacts by Account # (UCAC) - CIS3315 - *** NOVA SCOTIA POWER INC....

File Edit Functions Go Path Help

Path Account Name AXFORD, LESLIE A

CC List/Acct # | CC Acct Info | CC Comment Hist | CC Comment Entr | CC Def/Response |

Contact Number Contact Type BINQ Billing Inquiry -

Print Date 17 Print Amount

Letter comment 1

Letter comment 2

Letter comment 3

Comment Lines	Type
c229 sw leslie purchased this location in october did not realize	C
it was on seasonal received a large est bill based on previous ow	C
ners called into question that we did not advise cx to edit payme	C
nt amt and full balance came out cx called back very upset waitin	C
g for a pic of meter to get this adjusted then will create a ref	C
ucac to get credit to cx aq367 michaela	C

Investigate Fold/Unfold

OK Cancel

August 26, 2025

Utility Contacts by Account # (UCAC) - CIS3315 - *** NOVA SCOTIA POWER INC....

File Edit Functions Go Path Help

Path Account Name AXFORD, LESLIE A

CC List/Acct # CC Acct Info CC Comment Hist CC Comment Entr CC Def/Response

Contact Number Contact Type CSOS Service Order Inq/Adjustment

Print Date 17 Print Amount

Letter comment 1

Letter comment 2

Letter comment 3

Comment Lines	Type
AXFORD, LESLIE A LOOKING FOR BILL ADJUSTMENT CX BOT 2 BILLS IN AC	C
COUNT ESTIMATED FOR METER READ 32523.59 KWH-	C
CX CLICKED PICTURE OF THE METER TODAY AND SEND ON EML AND VERIFI	C
ED METER READING AND METER SHOW D1 METER READING-30960KWH-	C
SO CX OVERCHARGED FOR 32523.59-30960= 1563, CX OVERCHARGED FOR 15	C
63KWH AND CX LOOKING FOR ADJUSTMENT -THANKS-AQ373 MUKESH	C
	C
sept 23 - added new bill to batch with aug read provided. will po	C
st tomorrow - ap751 jocelyn	C

Investigate Fold/Unfold

OK Cancel

Utility Contacts by Account # (UCAC) - CIS3315 - *** NOVA SCOTIA POWER INC....

File Edit Functions Go Path Help

Path Account Name AXFORD, LESLIE A

CC List/Acct # | CC Acct Info | CC Comment Hist | CC Comment Entr | CC Def/Response |

Contact Number Contact Type BINQ Billing Inquiry -

Print Date 17 Print Amount

Letter comment 1

Letter comment 2

Letter comment 3

Comment Lines	Type
eml from asking about of overcharged usag	C
,advrequest is submitted ak307	C

Investigate Fold/Unfold

OK Cancel

September 22, 2025

Utility Contacts by Account # (UCAC) - CIS3315 - *** NOVA SCOTIA POWER INC....

File Edit Functions Go Path Help

Path Account Name AXFORD, LESLIE A

CC List/Acct # CC Acct Info CC Comment Hist CC Comment Entr CC DefResponse

Contact Number Contact Type HIGH HIGH Bill Inquiries

Print Date 17 Print Amount

Letter comment 1

Letter comment 2

Letter comment 3

Comment Lines	Type
SEPT 22 2025: SW LESLIE- SHE STILL HASNT HAD THE BILLING ADJ	C
DONE WHICH SHE WAS PROMISED, AND SHE CI ABOUT THIS MONTHS AGO.	C
IT WAS FOR THE JULY BILL FOR \$2,141.86. THERE'S AN OPEN CSOS,	C
IM LOOKING INTO IF WE CAN DO THIS ASAP. I WILL CALL T2 TMR	C
MORNING AND CB LESLIE AT AP186 LIAM	C
SEPT 23 2025: SW RITA IN T2, WHO SAW THAT THIS ACCT USED TO BE ON	C
SEASONAL BILLING, ONLY TAKEN OFF IT IN JULY. THIS EXPLAINS THE	C
LARGE JULY BILL- FOR A 7 MTH PERIOD. ITS EST, AND SHE'LL LIKELY	C

Investigate Fold/Unfold

OK Cancel

Utility Contacts by Account # (UCAC) - CIS3315 - *** NOVA SCOTIA POWER INC....

File Edit Functions Go Path Help

Path Account Name AXFORD, LESLIE A

CC List/Acct # | CC Acct Info | CC Comment Hist | CC Comment Entr | CC Def/Response |

Contact Number Contact Type HIGH HIGH Bill Inquiries

Print Date 17 Print Amount

Letter comment 1

Letter comment 2

Letter comment 3

Comment Lines	Type
HAVE SOME CRED, BUT NOT TOO MUCH. RITA SENT AN EML OFF TO PROD SU	C
PP TO SEE IF SOMEONE CAN WORK THIS TODAY OR TMR, AS LESLIE HAS	C
CALLED IN MANY TIMES NOW. AP186 LIAM	C
	C
10:09 AM: JOCELYN IN PS COMPLETED THE CSOS, AND THE NEW BILL FROM	C
JUNE TO AUG WILL POST TMR. I CALLED CX AND LET HER KNOW	C
VIA VM. AP186 LIAM	C
1:25 PM: SW LESLIE, GAVE ALL ABOVE DETAILS. SHE REQ WE SEND A	C
REF CHEQUE ASAP ONCE NEW BILL POSTS. I WILL F/U. AP186 LIAM	C

Investigate Fold/Unfold

OK Cancel

September 24, 2025

Utility Contacts by Account # (UCAC) - CIS3315 - *** NOVA SCOTIA POWER INC....

File Edit Functions Go Path Help

Path Account Name AXFORD, LESLIE A

CC List/Acct # | CC Acct Info | CC Comment Hist | CC Comment Entr | CC DefResponse |

Contact Number Contact Type BINQ Billing Inquiry -

Print Date 17 Print Amount

Letter comment 1

Letter comment 2

Letter comment 3

Comment Lines	Type
SEPT 24 2025: THE CREDIT POSTED TO THIS ACCT YEST, AS PER CSOS	C
WORK DONE EARLIER BY PRODUCT SUPPORT. I EML LESLIE WITH DETAILS,	C
ADV THAT IT WASNT AS MUCH CRED AS SHE WANTED, BUT THE LARGE	C
\$2,141.86 BILL WAS FOR SEASONAL BILLING OVER A PERIOD OF 7 MTHS,	C
AND SEASONAL WASNT REMOVED FROM HER ACCT UNTIL MID JULY, SO WE CO	C
ULD ONLY ADJ FOR A SMALLER AMOUNT OF CREDIT. EML SENT TO EML	C
ON FILE. AP186 LIAM	C

Investigate Fold/Unfold

OK Cancel



Nova Scotia Power Inc.
 PO Box 848, Halifax Nova Scotia B3J 2V7
 Any questions? Please call us at 1-800-428-6230
 Weekdays 8am-6pm
www.nspower.ca

1

Web Access #

Account Number [REDACTED] Amount due Nov 25 \$12.65

LESLIE A AXFORD
 Service address

Domestic

*Sign up for
 paperless billing at
[nspower.ca/
 paperless](http://nspower.ca/paperless)*

Billing date Oct 25 Includes payments received by Oct 25

Amount owing from last bill	.00	
Balance owing after last payment		\$.00
Total energy charges		.00

Other charges

Connect Remote	11.00	
Tax: HST (11931 4938 RT)	<u>1.65</u>	
Total other charges		12.65

Total amount due		\$12.65
-------------------------	--	----------------

Amount due Nov 25, 2024		\$12.65
--------------------------------	--	----------------

Interest on overdue amounts is calculated at 1.5 % per month
 or part thereof (19.56%) per annum).

Past electric use:

Bill date	Energy used	No. of days	kWh per day
--------------	----------------	-------------------	-------------------

Oct 24



Nova Scotia Power Inc.
 PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number [REDACTED] Amount due Nov 25 \$12.65

Enter payment amount

For Electronic



Nova Scotia Power Inc.
 PO Box 848, Halifax Nova Scotia B3J 2V7
 Any questions? Please call us at 1-800-428-6230
 Weekdays 8am-6pm
www.nspower.ca

1

Web Access #

Account Number [REDACTED] Amount due Dec 04 \$118.25

LESLIE A AXFORD
 Service address

Domestic
 Service from Oct 25 to Nov 04, 2024

Initial Bill

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2056840	03S	10	19425.59	19036.71	1	389

Your meter was read on Nov 04, 2024

Billing date Nov 04 Includes payments received by Nov 04

Amount owing from last bill 12.65
 Balance owing after last payment \$12.65

Energy charges:

Base Charge \$19.17/month 6.39
 Energy 389 kWh x \$0.17703 68.86
Total energy charges 75.25

Other charges

1 70W High Pressure Sodium 23.12
 Tax: HST (11931 4938 RT) 14.76
 Provincial Rebate -7.53
Total other charges 30.35

Total amount due \$118.25

Amount due Dec 04, 2024 \$118.25

Interest on overdue amounts is calculated at 1.5 % per month
 or part thereof (19.56%) per annum).

*Sign up for
 paperless billing at
nspower.ca/paperless*

Your average cost of
 electricity during this
 period was \$7.53
 per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Nov 24	389	10	38.9



Nova Scotia Power Inc.
 PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number [REDACTED] Amount due Dec 04 \$118.25

Enter payment amount

**For Electronic
 Payments Only**



Nova Scotia Power Inc.
 PO Box 848, Halifax Nova Scotia B3J 2V7
 Any questions? Please call us at 1-800-428-6230
 Weekdays 8am-6pm
www.nspower.ca

1

Web Access #

Account Number [REDACTED] Automatic Payment Jan 13 \$26.78

LESLIE A AXFORD
 Service address [REDACTED]

Domestic
 Service from Nov 04 to Dec 12, 2024

*Sign up for
 paperless billing at
nspower.ca/paperless*

Billing date Dec 12 Includes payments received by Dec 12

Amount owing from last bill	118.25	
Payment received Dec 12 - Thank you	-118.25	
Interest on overdue amounts	.19	
Balance owing after last payment		\$.19
Total energy charges		.00

Other charges

1 70W High Pressure Sodium	23.12	
Tax: HST (11931 4938 RT)	3.47	
Total other charges		26.59

Total amount due \$26.78

Amount due Jan 13, 2025 \$26.78

PaySmart Plan : Automatic Payment. Please do not pay.

Interest on overdue amounts is calculated at 1.5 % per month
 or part thereof (19.56%) per annum).

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Dec 24			
Nov 24	389	10	38.9



Nova Scotia Power Inc.
 PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number [REDACTED] Automatic Payment Jan 13 \$26.78

LESLIE A AXFORD

For Electronic



Nova Scotia Power Inc.
 PO Box 848, Halifax Nova Scotia B3J 2V7
 Any questions? Please call us at 1-800-428-6230
 Weekdays 8am-6pm
www.nspower.ca

1

Web Access #

Account Number [REDACTED] Automatic Payment Mar 17 \$26.91

LESLIE A AXFORD
 Service address
 [REDACTED]

Domestic
 Service from Dec 12 to Feb 13, 2025

Billing date Feb 13 Includes payments received by Feb 13

Amount owing from last bill	26.78	
Payment received Jan 14 - Thank you	-26.78	
Balance owing after last payment		\$.00
Total energy charges		.00

Other charges

1 70W High Pressure Sodium	7.71	
1 70W High Pressure Sodium	15.69	
Tax: HST (11931 4938 RT)	3.51	
Total other charges		26.91

Total amount due \$26.91

Amount due Mar 17, 2025 \$26.91

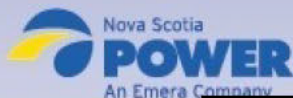
PaySmart Plan : Automatic Payment. Please do not pay.

Interest on overdue amounts is calculated at 1.5 % per month
 or part thereof (19.56%) per annum).

*Rates changed
 Jan 1, 2025
 visit nspower.ca/rates*

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Feb 25			
Nov 24	389	10	38.9



Nova Scotia Power Inc.
 PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number [REDACTED] Automatic Payment Mar 17 \$26.91

LESLIE A AXFORD
 [REDACTED]

**For Electronic
 Payments Only**



Nova Scotia Power Inc.
 PO Box 848, Halifax Nova Scotia B3J 2V7
 Any questions? Please call us at 1-800-428-6230
 Weekdays 8am-6pm
www.nspower.ca

1

Web Access #

Account Number [REDACTED] Automatic Payment May 12 \$27.11

LESLIE A AXFORD
 Service address [REDACTED]

Domestic
 Service from Feb 13 to Apr 11, 2025

*Rates have
 changed in 2025
 visit nspower.ca/rates*

Billing date Apr 11 Includes payments received by Apr 11

Amount owing from last bill	26.91	
Payment received Mar 18 - Thank you	-26.91	
Balance owing after last payment		\$.00
Total energy charges		.00

Other charges

1 70W High Pressure Sodium	2.48	
1 70W High Pressure Sodium	21.30	
Tax: HST (11931 4938 RT)	3.33	
Total other charges		27.11

Total amount due \$27.11

Amount due May 12, 2025 \$27.11

PaySmart Plan : Automatic Payment. Please do not pay.

Interest on overdue amounts is calculated at 1.5 % per month
 or part thereof (19.56%) per annum).

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Apr 25			
Nov 24	389	10	38.9



Nova Scotia Power Inc.
 PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number [REDACTED] Automatic Payment May 12 \$27.11

LESLIE A AXFORD
 [REDACTED]

For Electronic



Nova Scotia Power Inc.
 PO Box 848, Halifax Nova Scotia B3J 2V7
 Any questions? Please call us at 1-800-428-6230
 Weekdays 8am-6pm
www.nspower.ca

1

Web Access #

Account Number [REDACTED] Automatic Payment Aug 13 \$2,141.86

LESLIE A AXFORD
 Service address

Domestic
 Service from Nov 04 to Jun 10, 2025

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2056840	03S	218	30259.59	19425.59	1	10834

Your bill was estimated for this period

Billing date Jul 09 Includes payments received by Jul 09

Amount owing from last bill 27.11
 Payment received May 13 - Thank you -27.11
 Balance owing after last payment \$.00

Energy charges:

Base Charge \$19.17/month 8.27
 Base Charge \$19.17/month 10.03
 Base Charge \$19.17/month 20.05
 Energy @ \$0.17703/kWh 501.53
 Energy @ \$0.18094/kWh 422.68
 Energy @ \$0.18561/kWh 1,051.48
Total energy charges 2,014.04

Other charges

1 70W High Pressure Sodium 23.80
 Tax: HST (11931 4938 RT) 285.29
 Provincial Rebate -181.27
Total other charges 127.82

Total amount due \$2,141.86

Amount due Aug 13, 2025 \$2,141.86

PaySmart Plan : Automatic Payment. Please do not pay.

*Cyber incident
 update:
 visit nspower.ca*

Your average cost of
 electricity during this
 period was \$9.24
 per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Jul 25	10834	218	49.7
Nov 24	389	10	38.9



Nova Scotia Power Inc.
 PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number [REDACTED] Automatic Payment Aug 13 \$2,141.86

For Electronic

LESLIE A AXFORD



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
Any questions? Please call us at 1-800-428-6230
Weekdays 8am-6pm
www.nspower.ca

2

Account Number [REDACTED] Automatic Payment Aug 13 \$2,141.86

LESLIE A AXFORD

Domestic

Interest on overdue amounts is calculated at 1.5 % per month
or part thereof (19.56%) per annum).



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
Any questions? Please call us at 1-800-428-6230
Weekdays 8am-6pm
www.nspower.ca

1

Web Access #

Account Number [REDACTED] Automatic Payment Sep 15 \$508.62

LESLIE A AXFORD
Service address

Domestic
Service from Jun 10 to Aug 14, 2025

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2056840	03B	65	32523.59	30259.59	1	2264

Your bill was estimated for this period

Billing date Aug 14 Includes payments received by Aug 14

Amount owing from last bill	2,141.86	
Payment received Aug 13 - Thank you	-2,141.86	
Balance owing after last payment		\$.00

Energy charges:

Base Charge \$19.17/month	38.34	
Energy 2264 kWh x \$0.18561	420.22	
Total energy charges		458.56

Other charges

1 70W High Pressure Sodium	23.80	
Tax: HST (11931 4938 RT)	67.53	
Provincial Rebate	-41.27	
Total other charges		50.06

Total amount due \$508.62

Amount due Sep 15, 2025 \$508.62

PaySmart Plan : Automatic Payment. Please do not pay.

Interest on overdue amounts is calculated at 1.5 % per month
or part thereof (19.56%) per annum).

*Billing process
update:
nspower.ca/billing*

Your average cost of
electricity during this
period was \$7.05
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Aug 25	2264	65	34.8
Jul 25	10834	218	49.7
Nov 24	389	10	38.9



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number [REDACTED] Automatic Payment Sep 15 \$508.62

LESLIE A AXFORD

For Electronic



Nova Scotia Power Inc.
 PO Box 848, Halifax Nova Scotia B3J 2V7
 Any questions? Please call us at 1-800-428-6230
 Weekdays 8am-6pm
www.nspower.ca

1

Web Access #

Account Number [REDACTED] Amount due Oct 23 \$176.45

LESLIE A AXFORD
 Service address [REDACTED]

Domestic
 Service from Jun 10 to Aug 26, 2025

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2056840	03B	77	30960.00	30259.59	1	700
2056840	03B	65	32523.59	30259.59	1	2264-

Your meter was read on Aug 26, 2025

Billing date Sep 23 Includes payments received by Sep 23

Amount owing from last bill 508.62
 Payment received Sep 16 - Thank you -30.00
Balance owing after last payment \$478.62

Energy charges:

Base Charge \$19.17/month 49.20
 Energy 700 kWh x \$0.18561 129.93
 Energy 2264 kWh -458.56
Total energy charges -279.43

Other charges

1 70W High Pressure Sodium 23.80
 Tax: HST (11931 4938 RT) -30.42
 Provincial Rebate -16.12
Total other charges -22.74

Total amount due \$176.45

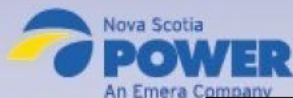
Amount due Oct 23, 2025 \$176.45

Interest on overdue amounts is calculated at 1.5 % per month
 or part thereof (19.56%) per annum).

*Billing process
 update:
nspower.ca/billing*

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Sep 25	1564	77	20.3
Aug 25	2264	65	34.8
Jul 25	10834	218	49.7
Nov 24	389	10	38.9



Nova Scotia Power Inc.
 PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number [REDACTED] Amount due Oct 23 \$176.45

Enter payment amount

For Electronic

LESLIE A AXFORD



Nova Scotia Power Inc.
 PO Box 848, Halifax Nova Scotia B3J 2V7
 Any questions? Please call us at 1-800-428-6230
 Weekdays 8am-6pm
www.nspower.ca

1

Web Access #

Account Number [REDACTED] Amount due Nov 14 \$262.84

LESLIE A AXFORD
 Service address

Domestic
 Service from Aug 26 to Oct 08, 2025

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2056840	03B	43	31116.00	30960.00	1	156

Your meter was read on Oct 08, 2025

Billing date Oct 15 Includes payments received by Oct 15

Amount owing from last bill 176.45
 Balance owing after last payment \$176.45

Energy charges:

Base Charge \$19.17/month 27.48
 Energy 156 kWh x \$0.18561 28.96
 Total energy charges 56.44

Other charges

1 70W High Pressure Sodium 23.80
 Tax: HST (11931 4938 RT) 11.23
 Provincial Rebate -5.08
 Total other charges 29.95

Total amount due \$262.84

Amount due Nov 14, 2025 \$262.84

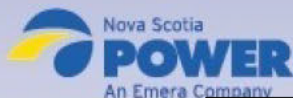
Interest on overdue amounts is calculated at 1.5 % per month
 or part thereof (19.56%) per annum).

*Billing process
 update:
nspower.ca/billing*

Your average cost of
 electricity during this
 period was \$1.31
 per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Oct 25	156	43	3.6
Sep 25	1564	77	20.3
Aug 25	2264	65	34.8
Jul 25	10834	218	49.7
Nov 24	389	10	38.9



Nova Scotia Power Inc.
 PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number [REDACTED] Amount due Nov 14 \$262.84

Enter payment amount

For Electronic