

From: nspdisputeresolution@gmail.com
To: [REDACTED]
Cc: ["Customer Relations"](#)
Subject: DRO Final Written Decision re Ralph Doncaster closing bill dispute with N.S.Power
Date: November 4, 2025 4:18:51 PM
Attachments: [public utilities.pdf](#)
[Regulation 2.2.pdf](#)
[Regulation 5.1 Estimated Readings.pdf](#)
[Regulation 6.4 - Copy.pdf](#)

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)
Telephone (902) 428-6202, Toll-free 1-877-428-6202
nspdisputeresolution@gmail.com

Ralph Doncaster

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 compliance with, 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 you discontinued service on 9 May 2025; that your closing bill for 4479 Kwh was based on May daily average usage; that you believe N.S.Power could have sent someone out to read the meter on 9 May; that you asked N.S.Power "for a reprinted bill or a letter stating that the meter was read on May 9, and that the bill amount is not an estimate."; that May 2024 actual consumption was 5523 Kwh over 64 days for a daily average usage of 86.297 Kwh per day; that May 2025 billed consumption was estimated by N.S.Power to be 52 days x 86.297 Kwh/day = 4487 Kwh; that N.S.Power reduced the total to 3567 Kwh (and credit to the Account of \$1799.29) after an actual meter reading was obtained on 17 Sept (based on a revised daily consumption calculation) ; and that you offer to settle the matter if N.S.Power reduces the 3567 Kwh estimate by 30 %.

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

The Public Utilities Act states in part: "Equal rates and charges for similar

services 67 (1) All tolls, rates and charges shall always, under substantially similar circumstances and conditions in respect of service of the same description, be charged equally to all persons and at the same rate, and the Board may by regulation declare what shall constitute substantially similar circumstances and conditions”

Final Written DRO Decision: N.S.Power estimated usage of 3567 Kwh billed to the Customer, after adjustments, as the basis for the Customer’s 9 May 2025 closing bill, is reasonable based on circumstances and available data, and an 30% arbitrary/preferential reduction, as proposed by the Customer, would violate section 67 (1) of the Public Utilities Act.

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: Ralph Doncaster [REDACTED]
Sent: November 4, 2025 9:36 AM
To: nspdisputeresolution@gmail.com
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: Re: DRO 3 Nov re Ralph Doncaster billing dispute

Mr Farmer,

I would also like to point out that NSPower could've sent someone to take a meter reading on May 9th, but did not.

Ralph Doncaster

On Tue, Nov 4, 2025 at 8:53 AM Ralph Doncaster <[REDACTED]> wrote:

Mr Farmer,

Notwithstanding our entitlement to accurate billing, in order to obtain a quick resolution to this dispute, we will offer a settlement. We will accept a 30% reduction in NSPower's estimated 3567kWh, which equals 2497kWh.

Ralph Doncaster

On Tue, Nov 4, 2025 at 8:12 AM Ralph Doncaster [REDACTED] wrote:

Mr Farmer,

I do not accept NSPower's assumption that a proportion of the average is a reasonable substitute for an exact kWh measurement. NSPower customers are entitled to accurate billing of electricity, in accordance with standards set by Measurement Canada.

The new customer at [REDACTED] owns a Kona EV, and does level 2 charging at home. In addition to likely changes in consumption patterns, customers should not be forced to accept estimated bills merely for the convenience of NSPower. According to their own submissions, the smart meter (an Itron OpenWay Riva), has been storing power consumption data. Although NSPower has shut down their meter reading network following their lapse in computer security, the meters can still be read by a technician on site with the appropriate meter reading equipment.

We will not accept an estimated bill when NSPower has the technical ability to obtain the actual meter reading as of the disconnection date.

Ralph Doncaster

On Mon, Nov 3, 2025 at 3:06 PM <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-

nspdisputeresolution@gmail.com

Ralph Doncaster

Per the immediately following email, this matter appears to be resolved.
Do you Agree ? If so, I will close my file on the matter. If not, I will issue a Final Written Decision on the matter which you may appeal to the NSEB.

Don Farmer, P.Eng.
Dispute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>
Sent: November 3, 2025 1:43 PM
To: 'nspdisputeresolution@gmail.com' <nspdisputeresolution@gmail.com>
Cc: [REDACTED] Customer Relations <customerrelations@nspower.ca>
Subject: RE: DRO 30 Oct re Ralph Doncaster billing dispute

Mr. Farmer,

NS Power has reviewed the subject account again and placed an adjustment based on the true reads. There was no connection reading obtained for the following Customer. The meter has been read on September 17th and that reading was 176736. The last true read was 164182 on March 18th.

For calculations, the customer had service for 52 days.

$176736 - 164182 = 12554 \text{ kWh}$ used between March 18 and September 17 (183 days)
 $12554 \text{ kWh} / 183 \text{ days} = 68.601 \text{ kWh per day}$
 $68.601 \text{ kWh per day} \times 52 \text{ days} = 3567.257 \text{ kWh}$ estimated the customer used in 52 days.

The customer was billed for 4487 kWh's and NS Power now estimates to have only used 3567 kWh's so the difference of 920 kWh's has been credited to the customer's account.

A credit in the amount of \$179.29 has been applied on the customer's account and should post within the next 1 to 2 days. The customer's account balance is now

\$428.51.

Teri

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

Sent: October 30, 2025 3:24 PM

To: Customer Relations <customerrelations@nspower.ca>

Cc: [REDACTED]

Subject: DRO 30 Oct re Ralph Doncaster billing dispute

****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

nspdisputeresolution@gmail.com

N.S.Power Customer Relations

Was an actual connection reading obtained for the following Customer, and if no following Customer, has an actual meter reading been obtained since the 9 May disconnection and if so, on what date ? Is an actual meter reading scheduled ?

Don Farmer, P.Eng.

Dispute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>

Sent: October 30, 2025 10:18 AM

To: nspdisputeresolution@gmail.com

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

Subject: RE: 21 Oct 2025 email to the DRO from Ralph Doncaster re billing dispute

Mr. Farmer,

NS Power experienced a cyber incident on April 25, 2025. While meters did continue to accurately record energy usage, we were not able to retrieve the information and apply it to the bill. The customer's service was disconnected on May 9, 2025 and NS Power estimated the closing bill based on daily average consumption from May 2024.

In May 2024 there was 5523 kWh used in 64 days. ($5523 / 64 = 86.297$). For May 2025 the billing was calculated using 86.297×52 days to estimate the 4487 kWh billed.

It is NS Power's position that the meter was not read on May 9th therefore the bill indicated it was an estimated read.

Teri

From: Customer Relations <customerrelations@nspower.ca>

Sent: October 23, 2025 9:46 AM

To: nspdisputeresolution@gmail.com; [REDACTED]

Cc: Customer Relations <customerrelations@nspower.ca>

Subject: Re: 21 Oct 2025 email to the DRO from Ralph Doncaster re billing dispute

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.

NS Power is currently reviewing the subject account and will provide our position once the review is complete.

Dawson

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

Sent: Wednesday, October 22, 2025 09:47

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

Subject: 21 Oct 2025 email to the DRO from Ralph Doncaster re billing dispute

****Exercise Caution** - This is an external email from: nspdisputeresolution@gmail.com.

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

Telephone (902) 428-6202, Toll-free 1-877-428-6202

nspdisputeresolution@gmail.com

Ralph Doncaster; N.S.Power Customer Relations

Ralph

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 and give them your consent, 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

-----Original Message-----

From: Ralph Doncaster [REDACTED]

Sent: October 21, 2025 6:38 PM

To: nspdissputeresolution@gmail.com

Cc: Customer Relations <customerrelations@nspower.ca>

Subject: Re: 21 Oct email to the DRO from Ralph Doncaster re billing dispute

Mr. Farmer,

I spoke with Matthew M, and explained that the closing bill says, "Your

bill was estimated for this period". For accounting purposes for our rental property business, I want an actual bill, not an estimate. Matthew gave a long-winded response, ultimately claiming that the meter was read on May 9. I asked for a reprinted bill or a letter stating that the meter was read on May 9, and that the bill amount is not an estimate. Matthew claims NSPI cannot do that, so I would like to have this issue go to dispute resolution.

-Ralph

On Tue, Oct 21, 2025 at 11:07 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

>

> Ralph Doncaster

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> 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.

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> I only become involved in billing matters related to N.S.Power after you have not been able to resolve a matter through normal N.S.Power Customer Relations channels. It appears to me that you have not yet exhausted those normal channels.

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> I suggest you call N.S.Power at 1-800-428-6230 to discuss the matter.

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> If after you have exhausted normal Customer Relations channels, you are not able to reach a mutually satisfactory conclusion, you may wish to file a dispute with me – if you wish to do so, (a) Please contact N.S. Power by telephone at 1-800-428-6230 and give them your consent, to release your account information, to me, and (b) Advise me by email that you have done so, as well as provide the details of your dispute at that time.

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> Don Farmer, P.Eng.

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> Dispute Resolution Officer

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> -----Original Message-----

> From: Ralph Doncaster [REDACTED]

> Sent: October 21, 2025 10:00 AM

> To: nspdisputeresolution@gmail.com

> Subject: Fwd: billing dispute

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> I typed the email address wrong the first time.

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>

> ----- Forwarded message -----

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> From: Ralph Doncaster <

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> Date: Tue, Oct 21, 2025 at 9:58 AM

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> Subject: Fwd: billing dispute

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> To: <nsdisputeresolution@gmail.com>

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> Cc: <home@nspower.ca>

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> Hi,

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> I'd like to open a billing dispute. I tried calling NSPower customer service and they don't answer. I emailed home@nspower.ca, and got an automatic reply saying, "At this time, we are not managing email inquiries."

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> Ralph Doncaster

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> ----- Forwarded message -----

>

> From: Ralph Doncaster 

>

> Date: Tue, Oct 21, 2025 at 9:53 AM

>

> Subject: billing dispute

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> To: <home@nspower.ca>

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> Hi,

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> I'd like to dispute the final bill for account [REDACTED], [REDACTED]
Dr. I think the estimated bill is not accurate.

>

>

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> Ralph Doncaster

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