

Eugene van den Berg
[REDACTED]

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

Sent: Thursday, November 6, 2025 11:10

To: [REDACTED]

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

Subject: DRO Final Written Decision re Eugene Van Den Berg re Electricity consumption errors Acc:
[REDACTED]

Importance: High

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

Eugene Van Den Berg

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 currently have service from N.S.Power at [REDACTED] (Account # [REDACTED]); that N.S.Power has confirmed that your Oceanview service will be disconnected on 10 Nov 2025 and service will be connected in your name at [REDACTED] on 10 Nov 2025; that you dispute your Sep 2025 bill for \$580.18; that you indicate that N.S.Power "usages calculations are way off"; that based on your calculations you are expecting a credit adjustment; that your serving meter ([REDACTED]) was read on 24 March 2025 (reading record attached); that meter readings were estimated for May and June 2025 billings; that your meter was read on 16 Sept 2025; and that all estimated readings have been fully reconciled after a

subsequent actual meter reading was obtained.

Specific bills can be other than expected if they are based on estimated – as opposed to actual – meter readings. Once an actual meter reading is obtained, following an estimated reading for billing purposes, any estimation error is fully reconciled in following bills, that are based on actual readings, as a result of the cumulative, and self-reconciling nature, of the meter reading process. To estimate bills NS Power takes the average kWh per day for the same seasonal period from the same time last year and estimates the average kWh per day for the current billing period. The self-reconciling process is more fully explained in the immediately following paragraph.

The “Cumulative Nature” of power meters is similar to the odometer in a car. They are not reset to zero after a reading is taken from them. The meter (when brand new) starts at, and displays, the number zero and that number increases as energy - measured in kilowatt-hours (kWh) - is delivered through it. It stops registering energy usage when no power is being delivered and resumes when power starts to be delivered again. When power starts again the meter does not return to zero but adds to the previous number indication. The displayed number increases proportional to the rate at which energy (kWh) is being delivered. It performs much like the odometer in a car which accumulates miles in proportion to how far one drives and at what speed, as well as how often, one starts and stops. If an error is made in reading a meter on one occasion, it will not affect the number displayed on a subsequent reading. If for example a reading of 1000 is reported as 100, the next time a reading is taken it will still be something in excess of 1000 – so if a Customer was billed for 100 Kwh when it should have been 1000, the Customer gets a short term “break” on being billed for 900 Kwh that were actually consumed, however if the next reading taken is 1500, that Customer will be billed for 1400 Kwh at that time. The net is that the Customer has been billed for 1500 Kwh consumption over a two bill period even though there was a meter reading error. ($100 + 1400 = 1000 + 500$). The same effect occurs if the meter reading is estimated, or erroneously reported, either higher or lower than the fact.

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

Your May and June “two-month” bills were based on estimated meter readings (reading record attached). Your Sept 2025 bill was based on the difference between actual meter readings obtained in Sept and March (less

previously estimated June and Aug estimated consumption) and thus you Sept bill is a fully reconciled bill, with respect to estimated readings, for the six month March to Sept 2025 period.

Your consumption history is in the range of 1551Kwh to 3599 Kwh over two months. Over the six month Mar to Sept 2025 period , billed consumption was 7077 Kwh/ 6 = 1179 Kwh per month, or an average of 2358 Kwh over two months.

Final Written DRO Decision: In the context of Board approved Regulation 5.1, N.S.Power has appropriately billed the Customer for energy consumed at [REDACTED] (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: Eugene Van Den Berg [REDACTED]
Sent: November 5, 2025 7:07 PM
To: Customer Relations <customerrelations@nspower.ca>; nspdisputeresolution@gmail.com
Subject: RE: 3 Nov email to the DRO from Eugene Van Den Berg re Electricity consumption errors
Acc: [REDACTED]
Importance: High

And I FULLY disagree. You clearly did not reflect on my individual points, point by point. I can read; I saw your bill. I do not agree with it. Hence my complaint!

Now I demand that you reply to each and every point on my complaint statement (email submitted). Reply inline. I want you to explicitly explain on each point why I am wrong. You are grossly negligent to merely point me back to my bill. I can read! Thank you very much!

It is convenient for you do not do the proper due diligence and work to uncover why I am complying. For instance, you billed me for 6 months of base tariff notwithstanding that I was previously billed for that and paid it.

Next I only want to know and hear from you how we get to a resolution.

In the meantime, I will not withhold payment but at least make a payment for \$218 soonest

Eugene van den Berg

From: Customer Relations <customerrelations@nspower.ca>

Sent: Wednesday, November 5, 2025 13:59

To: nspdisputeresolution@gmail.com

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

Subject: RE: 3 Nov email to the DRO from Eugene Van Den Berg re Electricity consumption errors

Acc: [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.

NS Power confirms that there is a scheduled disconnection for November 10th for [REDACTED]
[REDACTED], Bedford and a connection scheduled for November 10th for [REDACTED]
[REDACTED], New Minas.

Our customers will never pay for power they do not use. Any differences between estimated and actual usage will be addressed and accurately reflected in a future bill. This customer's meter was read on September 16, 2025 and the billing was reconciled to reflect the actual usage.

As shown on the September invoice, the total estimated kWh's of 3934 (the combined estimated May and July usage) has been adjusted and the September billing now reflects the reconciled kWh's to reflect the actual usage between March 20 and September 16. The total base charge from May and July has also been adjusted in the September billing.

May billing

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2005647	02B	64	58779.18	56747.18	1	2032

July billing

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2005647	02B	62	60681.18	58779.18	1	1902

Energy charges:		
Base Charge \$19.17/month	38.34	
Energy 2032 kWh x \$0.18561	<u>377.16</u>	
Total energy charges		415.50

Energy charges:		
Base Charge \$19.17/month	38.34	
Energy 1902 kWh x \$0.18561	<u>353.03</u>	
Total energy charges		391.37

September billing

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2005647	02B	180	63824.00	56747.18	1	7077
2005647	02B	126	60681.18	56747.18	1	3934-

Energy charges:		
Base Charge \$19.17/month	115.02	
Energy 7077 kWh x \$0.18561	1,313.56	
Energy 3934 kWh	<u>-806.87</u>	
Total energy charges		621.71

It is NS Power's position that the September billing is correct and based on reconciled actual usage.

Teri

From: Eugene Van Den Berg [REDACTED]
Sent: November 4, 2025 2:02 PM
To: Customer Relations <customerrelations@nspower.ca>; 'nspdisputeresolution@gmail.com' <nspdisputeresolution@gmail.com>
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: Re: 3 Nov email to the DRO from Eugene Van Den Berg re Electricity consumption errors
Acc: [REDACTED]

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

Please release or resolve. All I want is for errors on my account to be resolved.

So one day wasted already with bs excuses. Welcome to woke Canada, OMG. Just do what you have to do resolve this asap.

Sent from my mobile

EUGENE VAN DEN BERG

From: Customer Relations <customerrelations@nspower.ca>

Sent: Tuesday, November 4, 2025 1:12:20 PM

To: 'nspdisputeresolution@gmail.com' <nspdisputeresolution@gmail.com>}

Cc: Customer Relations <customerrelations@nspower.ca>

Subject: RE: 3 Nov email to the DRO from Eugene Van Den Berg re Electricity consumption errors

Acc: [REDACTED]

Mr. Farmer,

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

Eugene, 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: November 3, 2025 3:47 PM

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

Subject: 3 Nov email to the DRO from Eugene Van Den Berg re Electricity consumption errors Acc: [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"
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Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)

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Eugene Van Den Berg; N.S.Power Customer Relations

Eugene

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 matters 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: Eugene Van Den Berg [REDACTED]
Sent: November 3, 2025 3:25 PM
To: nspdissputeresolution@gmail.com
Subject: Electricity consumption errors Acc: [REDACTED]

I am writing to **formally declare a dispute on my bill dated Sep 16, 2025**, and thus **withholding payment until such time that it is resolved!** — Please and thank you! I have not heard any new updates and am I concerned that you may not have fixed my billing yet. That is problematic. You usages calculations are way off.

I have been holding on for an operator for hours over the past two days. That tune is as horrible and sounds just like CRA Canada. Only to make one want to throw up! That stinks and sucks.

I also **need my power be moved to a new address**. Let's start with that. It's of concern that you do

not offer web form communication forcing people into a very unpleasant calling line up! – SOLVE IT
DROP THE EXCUSES

1. Move

Move my power **effectively Nov 10, 2025** as follows, please:

FROM!:

[REDACTED], NS B4A 4H4

TO:!

[REDACTED], NS B4N 4M5

Above already confirmed by email. *But it will not hurt just to confirm again please. I held on today for 47 minutes and on Friday afternoon approx. 2hrs. So quite frankly I do not have to go through the pain of holding on again. I do not get paid by you for holding on, right? So, let's work efficiently here as I am already very pissed about your over-billing on my account!*

2. Incorrect usage!

- Billing date: Sep 22, 2025
- Usage-Bill-date: Mar 20 to Sep 16, 2025
- Usage (net) 3,143 kWh as your number for usage net (54-days), so effectively from Jul 24, 2025 for 54-days, your bill then should show: 58kWh per day (which is wrong in any event)
- Less: you already billed me up to Mar, 25, 2025 on previous billing for 57 days, that's usage for 5 days being billed double, shame on you! –
so, we take the average using "Past electric Use": for that period: 63.1 kWh per day x 5= 315.50 kWh that you have over-billed me
- Less: you already billed me up to Jul, 25, 2025 on my previous bill, that's usage for 2 days being billed double, shame on you! –
so, we take the average using "Past electric Use": for that period: 30.7 kWh per day x 2= 61.24 kWh that you have over-billed me
- Now more to the serious aspects of your over-billing:
Please prove to me with every single supporting detail how you effectively come up with (net) 3,143 kWh above for Jul 25 to Sep 16 for 54-days?, that is 58.20Kwh per day.

Here is an extract of past billing for prior years for the July to Sep cycle:

	Usage kW	\$		Cents/kWh
	591	94.61	23-Sep-2021	0.160084602
	1769	286.84	22-Sep-2022	0.162148106
	1570	256.76	25-Sep-2023	0.163541401
	1615	285.9	20-Sep-2024	0.177027864
Avg	1651.333	273.6267		0.165700493

- Your meter is faulty and here is why!
Billing Sep 22 new meter 63,824 per latest bill
I read my meter this morning reflecting 65,522 @ 095257 (so a little before 10am

today Nov 3)

I read my meter again just now reflecting 65,528 @140739 (so a little after 2pm today Nov 3)

That's approx. 4hrs and 15min and 41 seconds (total of 15341 seconds) using 6kWh (equivalent of 86400 seconds = 24hrs of, 33,79kWh per day)

So how do you get 58.20kWh for the last few days of summer and early fall, when the measurements today, which is less daylight and more electricity consumption?

low, we are now more into Fall, amounts to 33.79kWh per day? That is shocking. You clearly over-billed me on my last bill for 54 days with more than circa ~76%, shocking.

- You charged me \$115.02 on my last bill of Sep 22 for what you call base charge (excl. HST). However, the base charge is \$19.17 (excl HST) per month. You should have only charged me: $19.17 \times 2 = 38.34$ (excl. HST)

A whacking over-charge of 76.68 (excl. HST). What a rip-off, shame on you. Yup I thought so much, you charged me for 6-months, or 180-days. Jesus, I wonder how many consumers are going to clue-in on this. I am an analyst and smell over-charges an effing mile away, like a bloodhound. Don't try me, ok. I am frustrated now having to baby-spoon-feed you bozos in fixing your wrong shit. Get a grip man!

- You Sep 22 bill shows new meter reading of 63,824 today, now (see above) 65,528 (a consumption calc. of 1704) for 48-days, which looks like a projected usage value of

No more than ~1,858 as of Nov 10, 2025 (that is in line with all previous November billings for prior years) being the cut-off date for the above move. low, my meter reading should not be more than 65682 on Nov 10, 2025, the cutoff date. I am moving on Nov 8. Be assured I will check the meter when I depart. This point only again proves to you that you messed up my account in no uncertain terms, thank you!

- **In conclusion:**

- **I am expecting the following credits to my account:**

Monthly base charge (excluding HST): 76.68

Over charge of kWh(normal use vs what you billed)(3143 less 1651.33) = 1,491.67kWh @ \$0.18561 = \$276.86

Small double billings from above based on your date overlaps:

See above - 315.50 kWh x \$0.18561 = \$58.56

See above - 61.24 kWh x \$0.18561 = \$11.37

TOTAL adjustments/credits before HST: \$423.47

Less: Sep 22, 2025 billed: \$621.71 (excl. HST and Rebates)

What billing should have been: Adjusted Sep 22 bill: \$198.24 (excl. HST and Rebates)

Call me and send me a return email as confirmation that you have received same. Do not snail mail me amid postal strikes and moving by Nov 8, 2025

Eugene van den Berg

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