

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: THE PUBLIC UTILITIES ACT

- and -

**IN THE MATTER OF: An Appeal of the Dispute Resolution Officer's Decision by a
customer of NOVA SCOTIA POWER INC. (NS Power) – Eugene
Van Den Berg**

INFORMATION REQUESTS – Non-Confidential

To: Eugene Van Den Berg

By email: [REDACTED]

**From: Nova Scotia Energy Board
Board Staff**

Responses Due: Tuesday, January 6, 2025

Contact Person: Eric Kirby, CPA, CMA
Senior Advisor
Nova Scotia Energy Board
Tel: (902) 424-9292
eric.kirby@novascotia.ca

Issued at Halifax, Nova Scotia, this 16th day of December 2025.

Lisa Wallace, Chief Clerk of the Board

1 **Request IR-1:**

2 In your appeal, you noted that you wanted the DRO and/or NS Power to address your “critical
3 points of dispute ...”

4 Please provide the critical points of dispute you would like the Board to address as part of your
5 appeal of the DRO’s decision.

6 **Refer to my email of “3 Nov email to the DRO from Eugene Van Den Berg re Electricity**
7 **consumption errors Acc: 2 [REDACTED]. A copy of this plus all other email communications**
8 **to NSP have been provided to the Board. I again attach the said email.**

10 **Request IR-2:**

11 In your appeal to the Board, you noted that, “Equipment appears to be faulty too following the
12 NSP cyberattack.”

13 a) As part of this complaint and appeal process, have you requested that the meter be
14 tested?

15 i. If not, why not?

16 **Not aware to fwd. a separate request. By implication, given my dispute, it**
17 **goes without saying that meters could be faulty. NSP relies(d) heavily on**
18 **estimates far longer than what is stated in regulations (March 2025 to Sep**
19 **2025).**

20 ii. If yes, do you know if the meter was tested and what the results were?

21 **See above.**

23 **Request IR-3:**

24 Referring to your request A, B, and C:

25 a) Regarding “Small double billings from above based on your data overlaps:” Please provide
26 the backup information you used to determine that there were overlapping days in the
27 usage you were billed for.

28 **Refer paragraph 2 of my email referred to above.**

30 b) How did you determine the two amounts of kWh’s overbilled?

31 **Refer paragraph 2 of my email referred to above.**

32 **By counting days and comparing cutoff dates to start dates.**

35 c) Why did you use usage over a short period of time to calculate an average that should be
36 used to determine the amount you should have been billed, rather than actual usage from
37 March to September?

1 Because billing is always for two months (~60-days). I work with that, you too
2 should be working with that as that is std practice. 6-months billing is not std
3 practice. Honestly, if you cannot read meters; or have a backup to read meters in
4 case of a cyber attack, that's on you not me. It's your operational problem then to
5 ensure that people on feet go out and read meters. You owe that to the public, from
6 which NSP milks money.

7
8 **Request IR-4:**

9 Please indicate the amount of usage and base charges in total, between March 20, 2025, and
10 September 16, 2025, you think you should have been charged for, keeping in mind that the July
11 24, 2025, and May 23, 2025, bills were estimated

12 **Again I draw your attention to the email above**

13
14 **Generality of my feedback to you:**

15 You too are failing dismally to work through my email with calculations point by point,
16 follow along with the statements that you have. You are asking about items that have been
17 previously addressed. I suspect that you are under influence of NSP, with this type of
18 frustrating behaviour as they too failed dismally to read the details, assess the details to
19 really understand the dispute and complaint. That behavior has led us to where we're now.
20 NSP simply wastes time, money and resources. In all the 4.5 years that I have been a NSP
21 customer, never had something like this to deal with.

22
23 **I move, that we reach an amicable settlement.** My issue is a much wider issue as more
24 customers have started to complain about similar incorrect billing issues that I have
25 raised. That should tell you that something bigger is wrong. I will suggest getting your
26 house in order; or as the Board ensure "NSP fat cats" get their house in order. I have
27 learned there also appear to be civil class action been taken against NSP relating to the
28 damage the cyber-attack has caused. The overriding problem is one of attitude. You see
29 sometimes it can be argued that people don't notice and quick fixes are being implemented
30 or applied. Sadly, in this case it backfired.

31
32
33
34 **Attached: Copy of email contents of Nov 3 already provided on multiple occasions. Par 1 has no bearing so I "linedout"**
35 **same for ease of reference as that point was resolved smoothly by NSP.**

36 **Note, I could not remove the line numbering**
37

From: Eugene Van Den Berg [REDACTED]
Sent: November 3, 2025 3:25 PM
To: nspdisputeresolution@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. Your usage 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]

TO:

[REDACTED]

~~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: $19.17 \times 2 = 38.34$ (ecl. 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 - $315.50 \text{ kWh} \times \$0.18561 = \$58.56$

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

2 **TOTAL adjustments/credits before HST: \$423.47**

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

4 **What billing should have been: Adjusted Sep 22 bill:**
5 **\$198.24 (excl. HST and Rebates)**

6
7 Call me and send me a return email as confirmat6ion that you have received same. Do not snail mail me
8 amid postal strikes and moving by Nov 8, 2025

9
10 **Eugene van den Berg**

11 [REDACTED]
12