

13 Nov email to the DRO from Daviyaun Talbot re Charges for unused services

From: Daviyaun Talbot [REDACTED]
To: nspdisputeresolution@gmail.com
Date: Thu, Nov 13, 2025, 12:22 PM

Hello,

In 2021, I was evicted from an apartment on [REDACTED]. After the eviction, I had to reside in a hotel for a few weeks until i could find a new place to live. I ended up being charged by NS Power for electricity i didn't use. One of the issues NS Power brought up last time i spoke to someone about the issue was that i should've discontinued my services, however I am disabled and struggle with living independently. Due to medical reasons and because my disability agency was paying NS power directly, I did not know that was required of me before moving. I also can't afford to pay the charges that ns power is claiming that i owe (almost 2 thousand dollars). I'm moving in the next week to a place that requires me to have electricity in my name. Can i provide the eviction order, change of utilities paperwork or any other documentation that can prove i was not using the electricity at that apartment while NS power was charging me for it?

Thanks,
Daviyaun Talbot

From: nspdisputeresolution@gmail.com
To: [REDACTED]
Cc: 'Customer Relations' customerrelations@nspower.ca
Date: Thu, Nov 13, 2025, 1:00 PM
 Regulation 2.2 .pdf 26 KB

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

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nspdisputeresolution@gmail.com

Daviyaun Talbot

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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. My jurisdiction arises from Board approved Regulation 6.4 – copy attached.

In my role I investigate N.S.Power's interpretation, and application, of Board approved Regulations. The attached Board approved Regulation 2.2 is clear – it states in part:“.. customer of record shall remain jointly and severally liable for the electric service account up to the date the Company is notified that the customer of record wishes to terminate the supply of electric service to the customer.”

My role is to ensure N.S.Power complies with Board approved Regulations – I do not have jurisdiction sufficient to Instruct them to do otherwise.

Don Farmer, P.Eng.
Dispute Resolution Officer

2 Emails