

December 2, 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: M12561 – DRO Appeal – Daviyaun Talbot

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated November 18, 2025, the Board directed as follows:

By copy of this letter, the Board directs Nova Scotia Power Inc. (NS Power, the Company) to file a response with the Board to the enclosed appeal on or before **2:00 PM on Tuesday, December 2, 2025**. NS Power must also provide a copy of their response to the appellant, Mr. Daviyaun Talbot.

Mr. Talbot is appealing a decision by the Dispute Resolution Officer (DRO) dated November 13, 2025. The complete DRO file as provided by the DRO pertaining to this decision is included as **Confidential Attachment 1**. Below are the highlights of activities and communications pertaining to the November 13, 2025, DRO decision being appealed by Mr. Talbot:

- November 13, 2025 – Mr. Talbot emailed the DRO regarding charges on an account for [REDACTED] stating he was evicted in 2021 and did not notify NS Power to discontinue service, resulting in continued billing after vacating the property. The customer indicated he was unaware of the requirement to inform NS Power of service termination and expressed concern about an outstanding balance of approximately \$2,000. He asked whether documentation such as an eviction order or utility change paperwork could be provided to demonstrate non-usage during the billed period. This is referenced on page 1 of 2 in the DRO file attached as **Confidential Attachment 1**.
- November 13, 2025 – The DRO responded to the customer, clarifying that his

jurisdiction is limited to interpreting and applying Board-approved Regulations and does not extend to NS Power's day-to-day operations. He referenced Regulation 2.2, which states that the customer of record remains jointly and severally liable for electric service until NS Power is notified to terminate supply. The DRO emphasized his role is to ensure NS Power complies with Board-approved Regulations and that he cannot instruct NS Power to act outside those requirements. This is referenced on page 2 of 2 in the DRO file attached as **Confidential Attachment 1**.

- November 14, 2025 – In receipt of the DRO's response, NS Power reviewed Mr. Talbot's account after noticing a high bill from 2022. Upon investigation, NS Power identified that a meter read had been entered incorrectly, resulting in an overcharge. NS Power corrected the error and applied a credit of \$1,774.38, reducing the account balance to \$203.58. NS Power emailed the customer to advise him of the correction and remaining balance, stating:

[...] We have received your email and when reviewing your account, noticed there was an error in the meter reading in 2022 and you were billed incorrectly. We apologize for any inconvenience this may have caused. We have corrected this error and placed a credit on your account. A credit in the amount of \$1,774.38 has been applied. Your current account balance remaining is \$203.58.

If you are looking to start new service at a new location, this is the balance required to be paid prior to your connection. If you are unable to pay this in full before connection at your new location, please let us know and we can make some payment arrangements with you and still get you connected at your new address.

When you are ready to connect new service, please call our Customer Care Centre at 1-800-428-6230. Our office hours are Monday through Friday 8am to 6pm. [...]

- November, 2025 – The customer appealed the DRO's decision with the NSEB on the basis that Regulation 2.2 was applied incorrectly.

NS Power agrees with the DRO's application of NS Power Regulation 2.2 and maintains that the remaining balance of \$203.58 on Mr. Talbot's account remains outstanding.

The Company acknowledges and sincerely apologizes for the error identified during the account review. As noted above, a meter read was entered incorrectly in 2022, resulting in an overcharge. This error was corrected, and a credit of \$1,774.38 was applied to Mr. Talbot's account, reducing the outstanding balance to \$203.58. NS Power communicated this correction to the customer on November 14, 2025.

Under Regulation 2.2 of NS Power's Board-approved Regulations, the customer of record remains jointly and severally liable for electric service up to the date that NS Power is notified to terminate supply. In this case, service at [REDACTED] 8 remained active in Mr. Talbot's name until October 5, 2022, when a new occupant requested connection. NS Power did not receive notice from Mr. Talbot to discontinue service prior to that date. Regulation 2.2 does not make liability contingent on physical occupancy or control; it is based on the customer's status as the customer of record. This requirement ensures continuity of service and accurate billing until formal notice is provided, regardless of changes in possession. Because no such notice was received, the remaining balance of \$203.58 remains valid and payable under Regulation 2.2.

NS Power remains committed to assisting Mr. Talbot with reconnection at a new location. As outlined in the November 14 email, if Mr. Talbot is unable to pay the balance in full before connection at the new address, NS Power can arrange a payment plan and proceed with establishing service. When ready to connect, Mr. Talbot may contact NS Power's Customer Care Centre at 1-800-428-6230, Monday through Friday, 8:00 a.m. to 6:00 p.m.

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 Mr. Talbot by email.

Yours truly,



Kathleen Murray
Regulatory Counsel

Encl.

c. Mr. Daviyaun Talbot

DAVIYAUN TALBOT

nspdisputeresolution@gmail.com

From: Daviyaun Talbot [REDACTED]
Sent: November 13, 2025 12:22 PM
To: nspdisputeresolution@gmail.com
Subject: Charges for unused services

No funds

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 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

nspdisputeresolution@gmail.com

From: nspdisputeresolution@gmail.com
Sent: November 13, 2025 1:01 PM
To: [REDACTED]
Cc: 'Customer Relations'
Subject: 13 Nov email to the DRO from Daviyaun Talbot re Charges for unused services
Attachments: Regulation 2.2 .pdf

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

Daviyaun Talbot

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