



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 251210001

Submitted on: Wednesday, December 10 2025 at 09:37:49 AM (AST)

Contact Information

Name on account:	Swati K Patel
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Complaint Information

DRO made decision on: Dec 08, 2025

Type of complaint: Billing Issues

Additional details:

I am appealing the Final Written Decision issued by the Dispute Resolution Officer (DRO) on December 8, 2025 regarding my disputed electricity bills with Nova Scotia Power (Account 2405524-6). The reconciliation applied to my account is inaccurate, lacks transparency and was based on long periods of estimated readings caused by Nova Scotia Power's system failure after the March 2025 cyber incident. The DRO did not verify the calculations, did not require Nova Scotia Power to provide a breakdown of actual versus estimated kWh, and did not address large inconsistencies in the meter usage history. I am requesting the Board's intervention to investigate and correct these issues.

1. Nova Scotia Power's estimation methods and reconciliation were not explained or proven accurate. NSP acknowledges that from July to November 2025 the bills were based on estimated readings because the system could not retrieve meter data. When I submitted an actual meter reading, NSP issued a reconciliation that resulted in a single bill of 780.45 dollars. No detailed calculation sheet or itemized reconciliation was provided.
2. The meter usage history contains abnormal and implausible figures. The system-generated usage table shows extremely high "actual usage" values for several months that do not reflect my real consumption pattern. The next actual bill, for a 13 day period, was only 61.55 dollars. This demonstrates that my actual usage is modest and stable, not consistent with the inflated reconciled amounts.
3. Regulation 5.1 was not followed in a transparent manner. The regulation requires the company to use best available data and to adjust bills when actual readings become available. NSP did not demonstrate how estimates were created, why the estimates were so inaccurate or how the reconciliation was computed.
4. Regulation 6.4 requires a complete investigation. NSP did not provide the required explanation of calculations or a detailed reconciliation despite my request. The DRO accepted NSP's position without verifying the methodology or the numbers.
5. The financial burden was caused by NSP's system failure. The significant catch-up bill was not the result of my real consumption. It is a direct consequence of months of system problems that the customer could not control.

How do they want the complaint resolved?

I respectfully request that the Board: 1. Require Nova Scotia Power to provide a full and transparent reconciliation, including actual versus estimated kWh for each billing period and the exact method used to calculate the 780.45 dollar charge. 2. Review the accuracy of the meter usage history and determine whether system errors or misallocations inflated my totals. 3. Assess whether Nova Scotia Power complied with Regulation 5.1 and Regulation 6.4. 4. Correct any overbilling and issue an accurate revised statement. 5. Consider financial relief or adjustment due to the hardship created by the company's system failures. I am requesting the Board's intervention to ensure that my billing is based on accurate usage and that the reconciliation is conducted transparently and fairly. The evidence shows that system failures, not actual consumption, created an inflated bill. I respectfully ask the Board to review this matter and provide corrective action.
Sincerely, Swati Patel Account 2405524-6

Supporting documents uploaded:

- Yahoo Mail Document_ Fwd_ DRO 8 Dec re Swati Patel Billing Dispute.PDF
- Yahoo Mail Document_ Fwd_ DRO 28 Oct Open Dispute re Swati Patel re Billing Dispute.PDF
- Swati Patel Reconciled bill copy.PDF
- Swati Patel Meter Reads Copy.pdf