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From: <nspdisputeresolution@gmail.com>

Date: Tue, Dec 16, 2025, 2:35 p.m.

Subject: DRO Final Written Decision re Charles Howatt dispute with N.S.Power

To: <[REDACTED]>

Cc: <customerrelations@nspower.ca>

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

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Charles Howatt

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 had service from N.S.Power at [REDACTED] (Account # [REDACTED]); that your dispute is that N.S.Power is "claiming I owe them money"; that you had service connected at the subject address on 12 April 2022; that N.S.Power received bankruptcy docs (copy attached) dated 8 Aug 2023 from you on 19 June 2024; that N.S.Power transferred your debt of \$4295.07 with them to your bankruptcy proceeding on 20 June 2024; that ongoing service charges of \$489.03 for the 8 Aug to 24 Nov 2023 service period were not transferred but remained in your name; that you indicate that you never "approved" of charges continuing in your name after 8 Aug 2023; that you indicate that you moved out on 1 Aug 2023; that N.S.Power has no record of you requesting disconnection of service in Aug 2023; that service was disconnected in your name when the following Customer connected 21 Nov 2023; and that N.S.Power was not aware of the bankruptcy proceeding until they received bankruptcy docs on 19 June 2024.

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

Board approved Regulation 2.2 states in part “An Agreement is deemed to exist between a customer and the Company for the supply of electric power and energy or for the provision of Distribution System Access, as applicable, at appropriate rates and payment therefore in accordance with these regulations...” and “(a) (the customer of record) moves out of the premises, in which case the 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”

Final Written DRO Decision: In the context of Board approved Regulation 2.2, the Customer is responsible for payment of charges for service to [REDACTED] Account # [REDACTED] incurred over the 8 Aug 2023 to 21 Nov 2023 period.

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.
