

**From:** Michel Joseph Andre McMahon <[REDACTED]>  
**Sent:** December 20, 2025 5:24 PM  
**To:** Energy and Regulatory Boards Tribunal <[Board@novascotia.ca](mailto:Board@novascotia.ca)>;  
[atlantic.news@bellmedia.ca](mailto:atlantic.news@bellmedia.ca); [halifax@globalnews.ca](mailto:halifax@globalnews.ca); [cbcns@cbc.ca](mailto:cbcns@cbc.ca);  
[nspdissputeresolution@gmail.com](mailto:nspdissputeresolution@gmail.com); Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>  
**Subject:** NS Power Complaint for Inaccurate Bills...Refusal to Address in Final Decision

You don't often get email from [REDACTED]. [Learn why this is important](#)

**\*\* EXTERNAL EMAIL / COURRIEL EXTERNE \*\***

Exercise caution when opening attachments or clicking on links / Faites preuve de prudence si vous ouvrez une pièce jointe ou cliquez sur un lien

Good day,

It was recommended by NS Power to forward my complaint to your email address for a resolution. As noted in the email to NS Power, NS Power and D.R.O Don Farmer failed to provide a Final Decision on the dispute regarding incorrect Past Billing Days on their Customer Invoices.

A Final Decision is supposed to address all disputes...and their "Final Decision" omitted the dispute "Inaccurate Past Use Displayed on Billing Invoice".

The following two complaints about NS Power comprise of the following:

1. NS Power is Refusing to Respond to a Dispute. This includes accountability of both NS Power and their Dispute Resolution Officer Don Farmer, P. Eng. (D.R.O.)
2. NS Power is Displaying Inaccurate Past Use on their Billing Invoices.

Please review this thread including a screenshot of the specific statement from NS Power confirming that their 'Past Use' information displayed on their bill is indeed inaccurate.

NS Power is currently under public scrutiny for their billing practices as displayed in their public advertisements stating that inaccurate bills are being circulated due to the use of inaccurate estimated readings on Meters designed to eliminate this practice.

Please add this issue to their current list of things to be resolved and provide a response as confirmation that the inaccurate information on customer bills regarding Past Use will be corrected.

Thank you for addressing this issue.

Michel