

From: Energy and Regulatory Boards Tribunal <Board@novascotia.ca>
Sent: December 22, 2025 9:19 AM
To: Nakhatovych, Maryna <Maryna.Nakhatovych@novascotia.ca>
Cc: Penney, Nicole <Nicole.Penney@novascotia.ca>; Wallace, Lisa <Lisa.Wallace@novascotia.ca>
Subject: FW: NS Power Complaint for Inaccurate Bills...Refusal to Address in Final Decision

From: Michel Joseph Andre McMahon <[REDACTED]>
Sent: December 20, 2025 5:24 PM
To: Energy and Regulatory Boards Tribunal <Board@novascotia.ca>; atlantic.news@bellmedia.ca; halifax@globalnews.ca; cbcns@cbc.ca; nspdisputeresolution@gmail.com; Customer Relations <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

----- Forwarded message -----

From: <nspdisputeresolution@gmail.com>

Date: Sat, 20 Dec 2025 at 03:33

Subject: DRO 19 Dec POST DECISION re MM POST DECISION re Final Written Decision re Michel McMahon billing dispute

To: [REDACTED]
Cc: <customerrelations@nspower.ca>

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

Telephone.(668).084_2368?.Toll_free.7_433_084_2368?.Fax.(668).491_3300
nspdisputeresolution@gmail.com

Michael Mc Mahon

If the Decision is not acceptable to you, you should appeal it to the NSEB. – 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.

Dispute Resolution Officer

From: Michel Joseph Andre McMahon [REDACTED] >
Sent: December 19, 2025 6:49 AM
To: Customer Relations <customerrelations@nspower.ca>;
nspdisputeresolution@gmail.com
Subject: Re: DRO re MM POST DECISION re Final Written Decision re Michel McMahon billing dispute

Good day Mr. Farmer,

If NS Power is refusing to respond to my dispute as included in this thread, please have them state this in an email and I will accept this as their response.

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

Failure to respond to this dispute will create two disputes with the NSEB:

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 avoid making this a bigger issue than it is.

Thank you.

Michel

On Wed, Dec 17, 2025 at 10:15 AM <nspdisputeresolution@gmail.com> wrote:

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

Telephone.(668).084_2368?Toll_free.7_433_084_2368?Fax.(668).491_3300

nspdisputeresolution@gmail.com



If the Decision is not acceptable to you, you should appeal it to the NSEB. – 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.

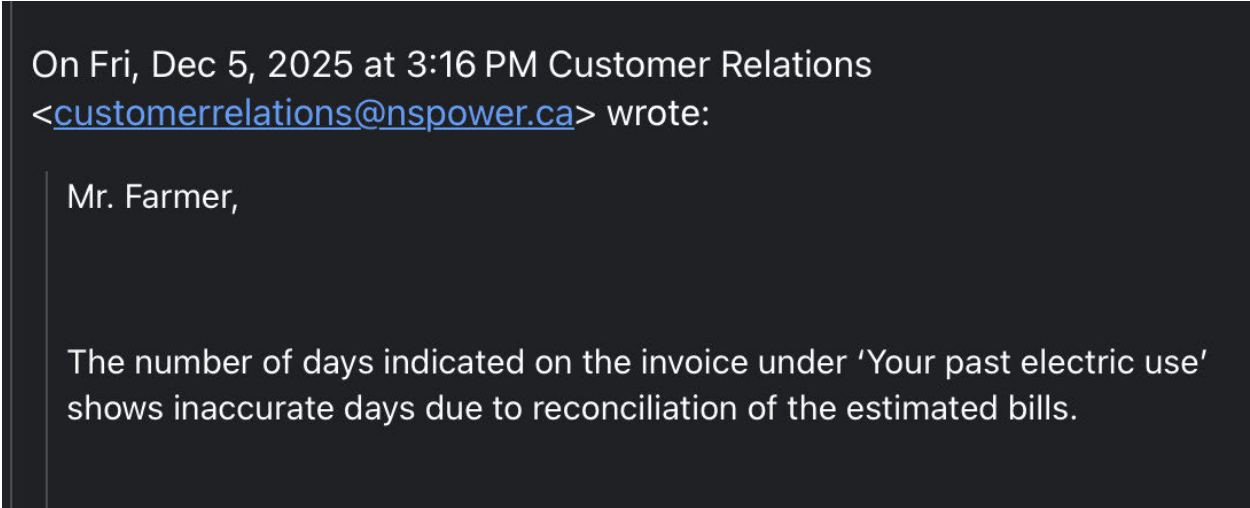
Dispute Resolution Officer

From: Michel Joseph Andre McMahon [REDACTED]
Sent: December 17, 2025 6:27 AM
To: Customer Relations <customerrelations@nspower.ca>;
nspdisputeresolution@gmail.com
Subject: Re: DRO Final Written Decisio re Michel McMahon billing dispute

Good day,

Your “Final Decision” does not address my dispute regarding the inaccurate number of days billed indicated on your invoice in the right hand side of the bill. You specifically confirmed and stated that this reporting was inaccurate. (See image attached) Please include a confirmation of your decision regarding this “inaccurate” reporting.

{Image confirming “inaccurate days”...”}



On Fri, Dec 5, 2025 at 3:16 PM Customer Relations
<customerrelations@nspower.ca> wrote:

Mr. Farmer,

The number of days indicated on the invoice under 'Your past electric use' shows inaccurate days due to reconciliation of the estimated bills.

{...end image.}

Please address **all issues** in your “Final Decision”...and do not omit my disputes at your convenience.

Michel.