



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260116001

Submitted on: Friday, January 16 2026 at 01:53:25 PM (AST)

Contact Information

Name on account:	Russ Penner	
Account number:	[REDACTED]	
Business contact:	[REDACTED]	
Account address:	Address 1:	[REDACTED]
	Address 2:	
	City:	[REDACTED]
	Province:	NS
	Postal code:	[REDACTED]
	Country:	Canada
Email Address:	[REDACTED]	
Mailing address:	Address 1:	[REDACTED]
	Address 2:	
	City:	[REDACTED]
	Province:	NS
	Postal code:	[REDACTED]
	Country:	Canada
Telephone number:	[REDACTED]	
Alternate phone number:		

Complaint Information

DRO made decision on: January 15,2025

Type of complaint: Connection/Disconnection/Reconnection

Additional details:

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 Russ Penner 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. In my role I investigate N.S.Power's interpretation, and application, of Board approved Regulations. As your dispute does not relate to a Board approved Regulation, I can not be of assistance to you, other than to advise N.

S.Power (via copy of this message) of your concern. I suggest you continue to call N.S.Power at 1-800-428-6230 to discuss the matter. Don Farmer, P.Eng. Dispute Resolution Officer -----

Original Message----- From: Russ Penner Sent: January 15, 2026 12:04 PM To: nspdisputeresolution@gmail.com Subject: CSO

██████████ Good afternoon. I am having difficulties with Nova Scotia power. They are causing significant financial repercussions due to their failure to maintain appointments. I requested a service upgrade to equip my house for a generator hook up in late September. I was not able to get a timely appointment. Then the appointment I was issued was cancelled due to rain. The weather for that day was periods of rain and temps around +10. My second appointment on January 15 was cancelled due to weather again. Forecast conditions are Periods of rain and temps around +10. Cost of equipment rental so far is just under \$1,000 and growing. As they have cancelled the morning of the appointment, both times, and we have to ensure with have the equipment available, we are unable to get out of the tractor rental and delivery fees.

The next appointment NSPower has given us is now on January 22. The current piles of topsoil will be frozen solid and I will need to purchase fill now to fill the trench. I would also like to point out Nova Scotia's lack of concern of the welfare of my family as leaving two 4 foot deep holes in the ground with two small children running around causes a lot of stress on my wife and I. There needs to be a meaningful resolution and speedy completion of this project Thank you for your time Russ Penner



How do they want the complaint resolved?

I would like financial reimbursement for equipment rentals due to these cancellations. I would like clear and consistent weather criteria for when a job gets cancelled. I would like all weather decisions in the past reviewed and customers impacted compensated. I would like a review and penalty system to prevent this from happening again

Supporting documents uploaded:

- IMG_5925.png