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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](tel:1-800-428-6230) to discuss the matter.

