



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260219003

Submitted on: Thursday, February 19 2026 at 11:43:06 PM (AST)

Contact Information

Name on account: Jessica Pelley

Account number: *****

Business contact:

Account address: Address 1: *****
Address 2: *****
City: *****
Province: *****
Postal code: *****
Country: *****

Email Address: *****

Mailing address: Address 1: *****
Address 2: *****
City: *****
Province: *****
Postal code: *****
Country: *****

Telephone number: *****

Alternate phone number: *****

Complaint Information

DRO made decision on: February 18th 2026

Type of complaint: Billing Issues

Additional details: I am appealing the Final Written Decision of the Dispute Resolution Officer regarding prolonged estimated billing and a subsequent catch-up charge of approximately \$1,700. For multiple billing periods (June, August, October, and December), Nova Scotia Power relied on estimated meter readings instead of obtaining actual readings. These estimates significantly understated my usage and prevented me from understanding my true electricity consumption in real time. When an actual reading was finally obtained, I was issued a large retroactive catch-up bill. While I do not dispute that electricity was consumed, I dispute the fairness of transferring the financial impact of prolonged estimated billing onto the customer in one lump sum. Additionally, Nova Scotia Power notified me that my account was impacted by a data breach affecting multiple customers. This cyber incident remains ongoing and has further contributed to uncertainty and concern regarding the accuracy and reliability of account management and billing systems. I believe a regulated utility has a responsibility to bill customers accurately and in a timely manner so they can make informed decisions about their energy use and finances. The decision focused only on mathematical reconciliation and did not address the reasonableness or consumer fairness of the billing practice.

How do they want the complaint resolved?

I am requesting that the Board review the fairness of prolonged estimated billing practices and consider relief such as: • Adjustment or partial forgiveness of the catch-up amount • Spreading any balance over an extended period without interest or penalties • Review of Nova Scotia Power's estimated billing practices to prevent similar hardship in future cases I am seeking a fair and reasonable outcome that does not place the full burden of operational failures on the customer.

Supporting**documents uploaded:**

- Screenshot_20260218_222852_Outlook.jpg
- Screenshot_20260218_222846_Outlook.jpg
- Screenshot_20260218_222909_Outlook.jpg
- Screenshot_20260218_222914_Outlook.jpg
- Screenshot_20260218_222903_Outlook.jpg
- Screenshot_20260218_222926_Outlook.jpg
- Screenshot_20260218_222920_Outlook.jpg
- Jessica Pelley Ledger.pdf