

From: Customer Relations <customerrelations@nspower.ca>

Sent: February 17, 2026 12:10 PM

To: 'nspdisputeresolution@gmail.com' <nspdisputeresolution@gmail.com>

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

Subject: RE: DRO 14 Feb re Jessica Pelly re Authorization and Details for Nova Scotia Power Billing Dispute

Mr. Farmer,

Access for the DRO has been granted on subject [REDACTED].

The first attachment is a copy of the account ledger for the subject account.

The second attachment is a copy of the meter reads obtained for the subject account.

We are continuing to work on restoring all regular services to our customers following the cyber incident. Meters are now being reconnected to our billing system. Completing this process will take time. As meters are reconnected, more customers will receive a bill based on actual usage. Customers bills will continue to indicate whether it is estimated or has been read. If the bill is based on an actual meter read, this may have been done either physically by a meter reader or remotely.

Our customers will never pay for power they do not use. Any differences between estimated and actual usage will be addressed and accurately reflected in a future bill. The February 2026 bill was the reconciliation bill.

We are not applying late charges or penalties on any outstanding balance, and we will communicate with customers before reintroducing any late fees on unpaid amounts.

It is NS Power's position that the customer has been billed appropriately. We are here to help. If the customer requires a payment plan on the balance, our Customer Care team is available at 1-800-428-6230. They can offer flexible, interest free payment plans like Equal Billing.

Teri

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Sent: February 14, 2026 10:17 AM
To: [REDACTED] Customer Relations <customerrelations@nspower.ca>
Subject: DRO 14 Feb re Jessica Pelly re Authorization and Details for Nova Scotia Power Billing Dispute

****Exercise Caution** - This is an external email from: nspdisputeresolution@gmail.com. **Beware** of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.**

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

Jessica Pelly; N.S.Power Customer Relations

Jessica

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. Customers may appeal my Decisions (within 12 days of receipt of Final Written Decision) to the Board.

If you have not already done so, please contact N.S. Power by telephone at 1-800-428-6230 and give them your consent, to release your account information, to me. Alternatively, N.S.Power may contact you by email after they receive this email.

Please copy N.S.Power at the email address above on all future email to me. They will similarly copy you on their email to me related to this matter.

Specific bills can be other than expected if they are based on estimated – as opposed to actual – meter readings. As part of my investigation of this matter, I will determine the extent to which estimated meter readings are a factor in your dispute. Once an actual meter reading is obtained, following an estimated reading for billing purposes, any estimation error is fully reconciled in following bills, that are based on actual readings, as a result of the cumulative, and self-reconciling nature, of the meter reading process.

N.S.Power

Please provide me with N.S.Power's position in the matter as well as copies of relevant account statements, meter reading information, and relevant computerized notes or notices.

Don Farmer, P.Eng.

Dispute Resolution Officer

From: Jessica Pelley [REDACTED]
Sent: February 13, 2026 4:04 PM
To: nspdisputeresolution@gmail.com
Cc: customerrelations@nspower.ca
Subject: Re: 12 Feb email to the DRO from Jessica Pelly re Authorization and Details for Nova Scotia Power Billing Dispute

To Don Farmer, P.Eng,

Thank you for your response.

I want to clarify that I have already spoken with customer service representatives as well as management at Nova Scotia Power regarding this matter. During those discussions, I was advised that because the meter readings were not taken correctly over time, the only resolution offered was for me to accept the balance and pay the full amount, and that it was considered my responsibility.

I do not agree with that position.

This balance accumulated due to estimated billing and missed readings, which were outside of my control. I made reasonable efforts to address the issue directly with Nova Scotia Power and followed all avenues available to me. After exhausting those options, I was provided your phone number and email to further escalate the complaint by management of nova scotia power.

I am therefore requesting a formal review of my account and a reassessment of the charges, as I believe the billing outcome is unfair given the circumstances.

Please advise on the next steps and confirm that this matter is being investigated.

Thank you,

Jessica Pelley

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From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>

Sent: Friday, February 13, 2026 3:55:40 PM

To: [REDACTED]

Cc: customerrelations@nspower.ca <customerrelations@nspower.ca>

Subject: 12 Feb email to the DRO from Jessica Pelly re Authorization and Details for Nova Scotia Power Billing Dispute

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

Jessica Pelley

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. Customers may appeal my Decisions (within 12 days of receipt of Final Written Decision) to the Board.

I only become involved in billing matters related to N.S.Power after you have not been able to resolve a matter through normal N.S.Power Customer Relations channels. It appears to me that you have not yet exhausted those normal channels.

I suggest you call N.S.Power at 1-800-428-6230 to discuss the matter.

If after you have exhausted normal Customer Relations channels, you are not able to reach a mutually satisfactory conclusion, you may wish to file a dispute with me – if you wish to do so, (a) Please contact N.S. Power by telephone at 1-800-428-6230 give them your consent, to release your account information, to me, and (b) Advise me by email that you have done so, as well as provide the details of your dispute at that time.

Don Farmer, P.Eng.

Dispute Resolution Officer

From: Jessica Pelley [REDACTED]
Sent: February 12, 2026 10:57 AM
To: nspdisputeresolution@gmail.com
Subject: Authorization and Details for Nova Scotia Power Billing Dispute

Hello,

I am providing you with authorization and the details needed to proceed with disputing my Nova Scotia Power account on my behalf.

I recently received a power bill in the amount of **\$1,679.01**, which resulted from Nova Scotia Power issuing estimated bills for an extended period and then completing a catch-up meter reading. The balance is not due to a sudden increase in usage but rather the accumulation of inaccurate estimated readings.

I am requesting that you communicate with Nova Scotia Power to:

- Dispute the catch-up billing caused by prolonged estimated readings
- Request a full review and recalculation based on verified usage
- Have any penalties or late fees removed
- Arrange a fair payment plan based on normal monthly consumption
- Ensure no collection or disconnection action occurs during the dispute

Please let me know if you require any additional information, documentation, or identification from me to proceed.

Thank you for your assistance with this matter.

Sincerely,
Jessica Pelley

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