



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260303003

Submitted on: Tuesday, March 03 2026 at 07:51:55 PM (AST)

Contact Information

Name on account: Shaun Campbell

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 26, 2026

Type of complaint: Billing Issues

Additional details: Shaun Campbell's bills for both [REDACTED] appear incorrect. At [REDACTED] NSP connected power remotely on May 30, 2025, but there is no evidence of an on site meter read. The first actual read was not until Sept. 16, after more than three months of almost no occupancy (approx. 11 nights). Despite this, the Sept. bill was \$437.29 and showed 13.5-19.1 kWh/day, which is inconsistent with occupancy and with historical usage for the unit (~\$70/month). After the meter was calibrated on Jan. 6, usage dropped to 3.4 kWh/day, which aligns with Shaun's actual consumption. This suggests the Sept. read included pre occupancy or misallocated usage. The DRO focused only on meter accuracy and did not review billing accuracy, payments vs. charges, or the possibility of previous tenant usage. The Portland St. account closed at zero, but based on payments made, Shaun should have a credit that was never applied. We request a full review of meter reads, billing allocation, and final billing at both addresses.

How do they want the complaint resolved?

I would like the Board to review the billing for both [REDACTED] and determine the correct charges based on actual occupancy, verified meter reads, and payments made. This includes confirming whether the September 16, 2025 read at [REDACTED] included pre-occupancy or misallocated usage, and whether the [REDACTED] account should have resulted in a credit. I am requesting that any incorrect or pre-occupancy charges be removed and that the correct balance or credit be applied to Shaun's account.

Supporting documents uploaded:

- DRO Final Written Decision re Crista MacNeil re Shaun Campbell Account consumption dispute.eml
- kwh_daily_usage_comparison.png
- Follow-Up on Billing Discrepancy - Account [REDACTED]-6.eml
- Shaun Campbell & Cristal MacNeil Meter Test Results.pdf
- 2024 2026 NSP Bills.zip
- 2026 02 28 S Campbells NSP Issues NSP Ledger with notes.pdf

From: Crista MacNeil [REDACTED]
Sent: February 28, 2026 9:27 PM
To: Energy and Regulatory Boards Tribunal <Board@novascotia.ca>
Subject: Appeal of DRO Final Written Decision – Shaun Campbell [REDACTED]

You don't often get email from [REDACTED]. [Learn why this is important](#)

**** EXTERNAL EMAIL / COURRIEL EXTERNE ****

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February 28, 2026

Nova Scotia Utility and Review Board
P.O. Box 1692, Unit M
Suite 300, 1601 Lower Water Street
Halifax, NS B3J 2S3
Email: board@novascotia.ca

Re: Appeal of DRO Final Written Decision – Shaun Campbell [REDACTED]

To the Members of the Board,

I am writing on behalf of **Shaun Campbell**, as his authorized agent, to formally appeal the **Final Written Decision** issued by Dispute Resolution Officer **Don Farmer, P. Eng.**, dated **February 26, 2026**, regarding the billing dispute for service at [REDACTED] and the former service address at [REDACTED]. This appeal is submitted within the 12-day window noted in the decision.

1. The September 16, 2025 “first actual read” appears to include usage from before occupancy.

The DRO decision states that service at [REDACTED] was connected on **May 30, 2025**, with a “true read” of **8531**, but **there is no evidence on any bill that a meter read was actually taken on that date**. The bills show a **remote connection**, not an on-site verified reading.

The next actual read did not occur until **September 16, 2025**—over three months later—during which time the unit was **almost entirely unoccupied** (approximately 11 nights total). Despite this, the September bill was **\$437.29**, which is inconsistent with:

- A new, energy-efficient building

- Minimal occupancy
- Minimal appliance use
- Historical charges for this unit (approximately **\$70/month** when NSP was contacted in April)

This strongly suggests that the September read captured **accumulated usage from before Shaun's tenancy**, including possible **previous-tenant consumption** or **construction/cleaning load**.

2. The “self-reconciling” explanation does not address misallocated or pre-occupancy usage.

The DRO relies heavily on the cumulative nature of meters and the reconciliation of estimated reads. However, reconciliation does **not** correct a situation where the **baseline reading itself is inaccurate**.

If the first actual read occurs months after connection, the meter may include consumption from:

- A previous tenant
- Building turnover
- Construction or cleaning
- Misallocated load from another unit

In fact, in an email dated **September 26**, NSP employee **Derek Henderson** wrote:

“I can confirm the \$437.29 is high for the [REDACTED]. I'm going to put in a request for a re-read of that meter to rule out if it was just recorded incorrectly.”

This concern was never resolved.

3. Major discrepancies in daily kWh usage were not addressed.

The September bills show daily usage of **13.5 to 19.1 kWh/day**, despite almost no occupancy.

After the meter was **calibrated and tested on January 6**, the most recent bills show usage of **3.4 kWh/day**, which aligns with Shaun's actual lifestyle and occupancy.

This dramatic difference strongly indicates that the September consumption was **not attributable to Shaun**, and likely reflects **pre-occupancy or misallocated usage**.

4. The DRO decision does not address the possibility of misallocated load or wiring issues.

The DRO explicitly suggests that Shaun “may wish to confirm that other building units are not partially served via your meter” and recommends turning off the main breaker to test this.

This acknowledges a potential wiring or load-allocation issue, yet **no investigation was conducted** before issuing the final decision.

5. The DRO decision relies solely on meter accuracy, not billing accuracy.

The meter test confirms only that the meter measures electricity correctly. It does **not** confirm:

- That the correct customer was billed
- That the initial connection read reflected true zero-occupancy conditions
- That no prior tenant’s usage was included
- That delayed actual reads did not distort billing
- That the Portland Street final bills were accurate

This dispute is fundamentally about **billing allocation**, not meter calibration.

6. Concerns regarding final billing at [REDACTED].

The DRO decision references the former service address but does not analyze whether the final bills were properly calculated. Concerns include:

- Heavy reliance on estimated reads
- No confirmation that the final read aligned with Shaun’s move-out date
- Historical usage at that unit was consistent and low

If the [REDACTED] final bill was overstated, and the [REDACTED] initial bill included pre-occupancy usage, Shaun may have been **double-charged** or charged for **usage belonging to others**.

Requested Outcome

We respectfully request that the Board:

1. Conduct a full review of the billing periods, meter reads, and occupancy timeline for both service addresses.
2. Determine whether the September 16, 2025 actual read included usage from before Shaun's tenancy.
3. Assess whether delayed meter reads, estimated bills, or misallocated load contributed to inaccurate billing.
4. Review the significant discrepancies in daily kWh usage before and after the January 6 meter test.
5. Review the accuracy of the Portland Street final bills.
6. Order appropriate adjustments if usage was improperly attributed.
7. Advise whether a Measurement Canada test is required.

Authorization

I, **Crista MacNeil**, remain fully authorized to act on behalf of Shaun Campbell in all matters related to this appeal.

Shaun Campbell can be reached at [REDACTED]

Conclusion

The DRO decision did not fully address the core issues of occupancy, timing of meter reads, potential misallocated load, or the possibility that the September consumption reflects usage from before Shaun's tenancy. We respectfully request the Board's independent review to ensure a fair and accurate resolution.

Sincerely,

Crista MacNeil

Authorized Agent for Shaun Campbell

Kingston, Nova Scotia



Attachments:

- Nova Scotia Power bills (2024 2026 NSP Bills)
- Copy of DRO Final Written Decision Email (Feb 26, 2026)
- Evidence Summary – Billing Allocation Concerns (NSP ledger with our concerns)
- Meter Calibration/Test Results (January 6, 2026)
- Email from Derek Henderson (Sept 26) acknowledging high bill and re-read request (Follow up on Billing Discrepancy)
- kWh/day comparison chart (showing 19.1 → 13.5 → 3.4 kWh/day)



PO Box 910 •
Halifax, Nova

Statement of Account / Customer / Premises

Customer SHAUN CAMPBELL

Service address [REDACTED]

2026-01-23	CHG	\$61.57	\$712.96
2025-11-21	CHG	\$214.10	\$651.39
2025-09-22	CHG	\$437.29	\$437.29

Service address [REDACTED]

2025-08-28	PAY	98.90CR	\$0.00
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Service address [REDACTED]

2025-07-24	ADJ	797.94CR	\$98.90
2025-07-24	CHG	\$109.90	\$896.84

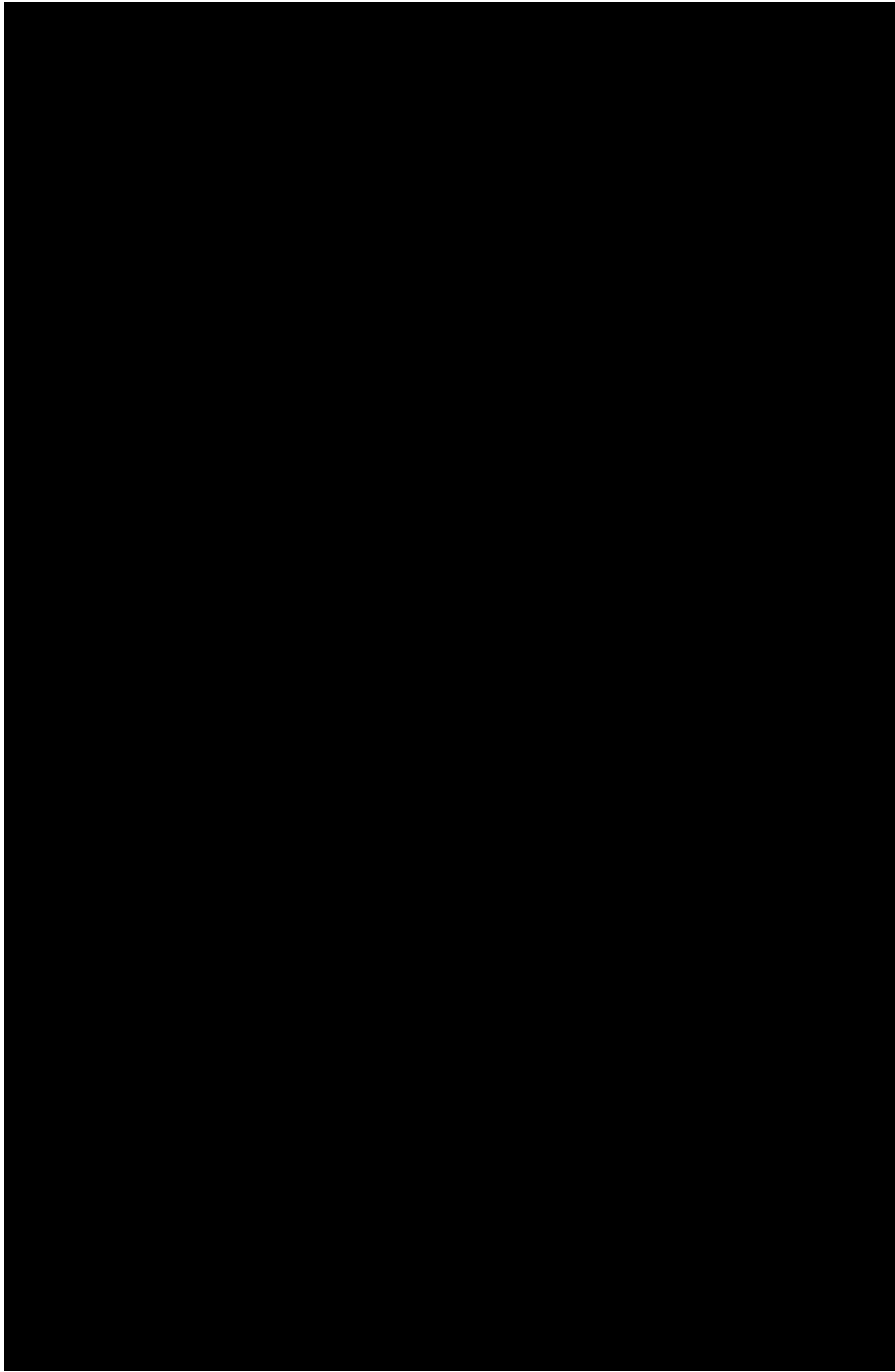
Service address [REDACTED]

2025-07-16	PAY	172.79CR	\$786.94
2025-07-03	CHG	\$951.59	\$959.73
2025-03-12	CHG	\$108.14	\$8.14
2025-02-28	PAY	100.70CR	100.00CR
2025-01-22	PAY	100.00CR	\$0.70
2025-01-14	CHG	\$100.70	\$100.70
2025-01-03	PAY	145.83CR	\$0.00
2024-11-13	CHG	\$145.83	\$145.83
2024-10-03	PAY	190.04CR	\$0.00
2024-09-12	CHG	\$190.04	\$190.04

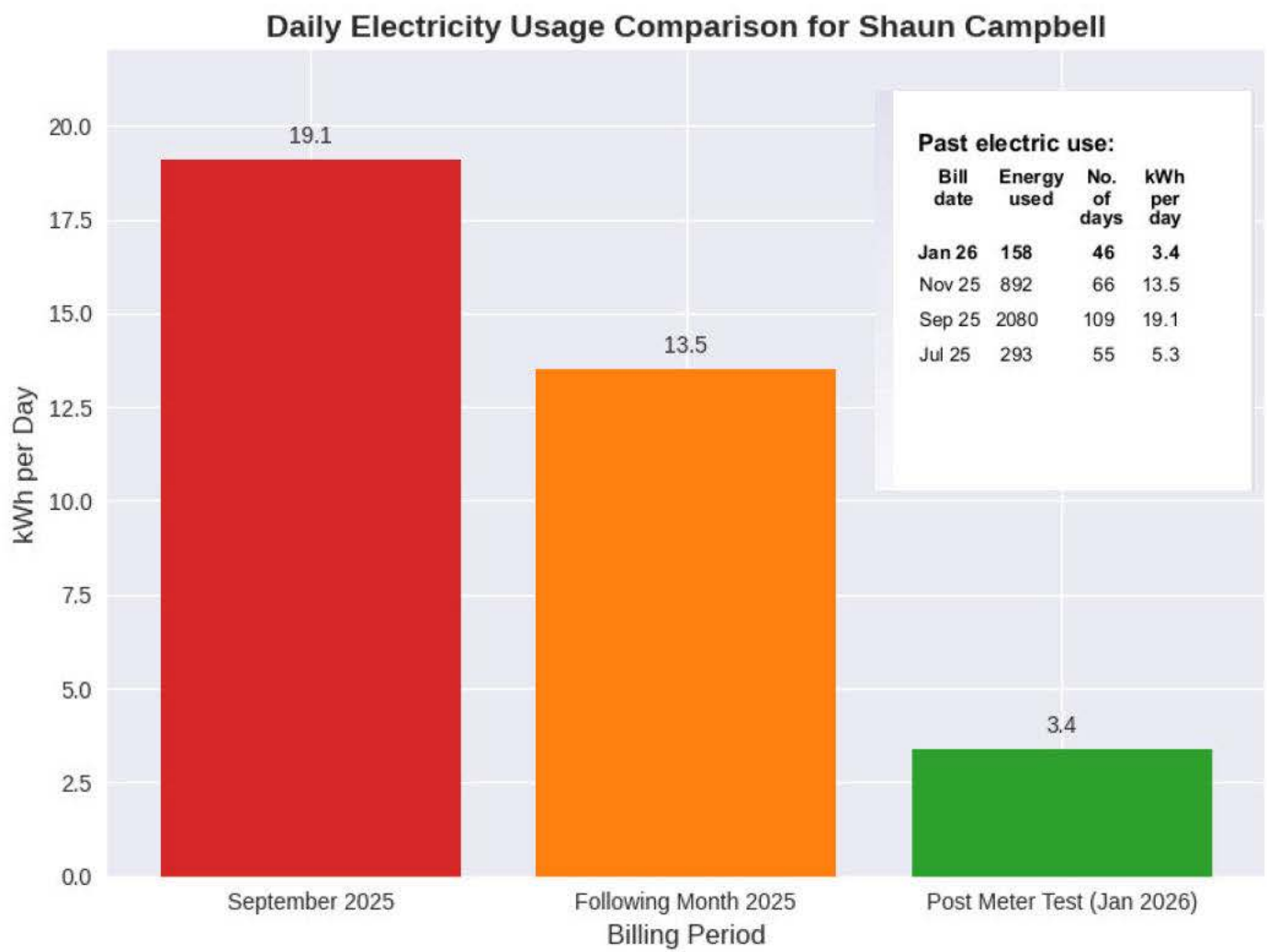
	Charge	Pay (and ADJ)	Balance	Act./Est. Read	Notes:
	\$190.04			Actual Read	
2024-10-03		\$ 190.04			
2024-11-13	\$145.83			Actual Read	
2025-01-03		\$ 145.83			
2025-01-14	\$100.70			Actual Read	
2025-01-22		\$ 100.00	-\$ 0.70		
2025-02-28		\$ 100.70	\$ 100.00		
2025-03-12		\$108.14	-\$ 8.14		
2025-07-03	\$951.59		-\$959.73	Estimated	See #1 This was noted as closing bill.
2025-07-16		\$ 172.79	-\$ 786.94		NSP auto deducted amt. from account.
2025-07-24		\$ 797.94	-\$ 98.90		
2025-08-28		\$ 98.90	\$ -		NSP auto deducted amt. from account.
	\$1,388.16	\$1,714.34		\$326.18	This amount (credit) did not transfer, nor was it paid out to S. Campbell.
2025-07-24	\$109.90			Estimated	See #2. <u>Connected Remote</u> . This bill was estimated and connected remote but NSP says it read the meter May 30th? This \$109.90 doesn't show on the ledger as being paid - assume it's included in adjustment July 24th?
2025-09-22	\$437.29		\$437.29	Actual Read	Apartment was mostly unoccupied during this period. Both occupants were living with their parents. (Meter read September 16). Could this include previous tenants power useage?
2025-11-21	\$214.10		\$651.39	Estimated	
2026-01-23	\$61.57		\$712.96	Actual Read	
					See #2 & #3 NSP Bill 6 goes from May 30 to July 24, NSP Bill 7 - goes from May 30 to September 16

#1

#2



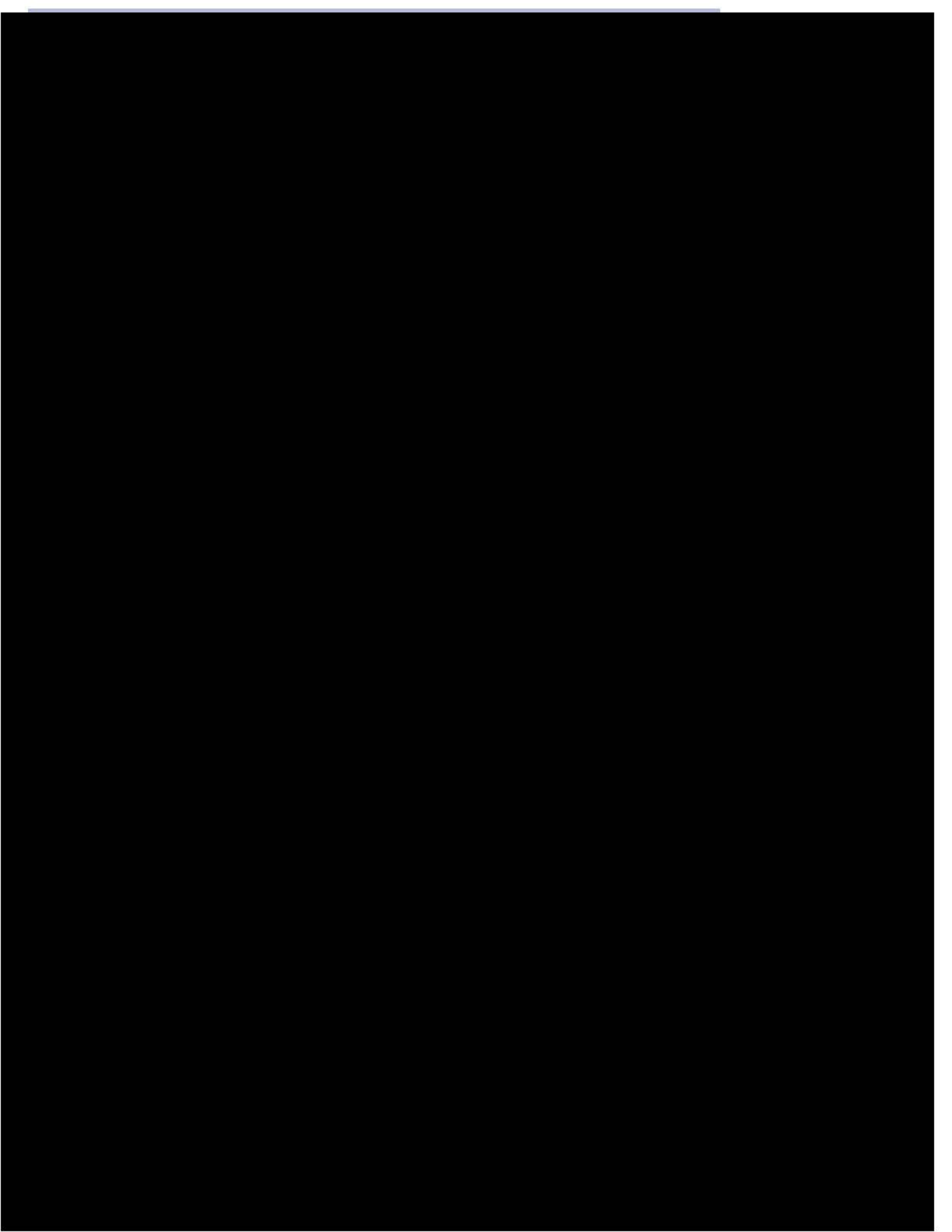
A comparison chart of daily kWh usage is attached, showing a drop from 19.1 kWh/day in September to 3.4 kWh/day after the meter was calibrated on January 6. This discrepancy is inconsistent with occupancy and strongly suggests that the September bill reflects pre-occupancy or misallocated usage.

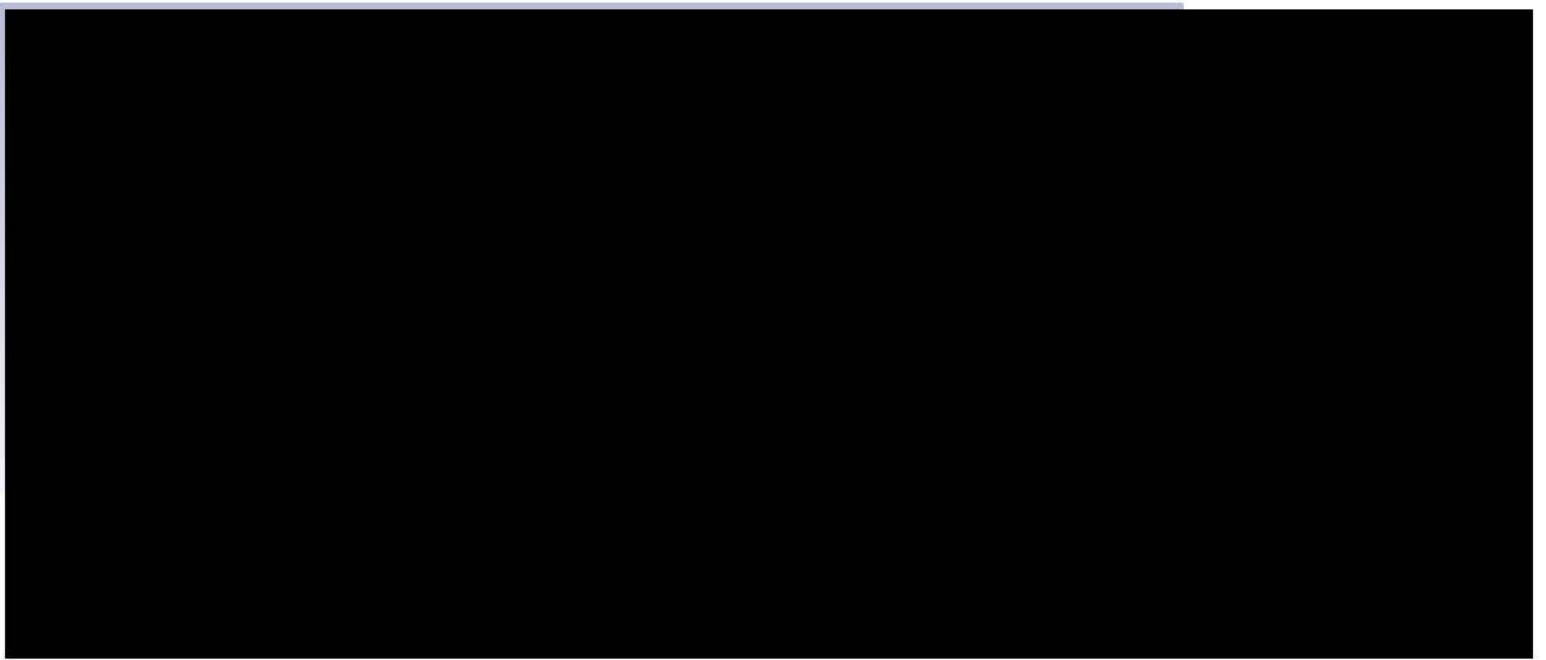
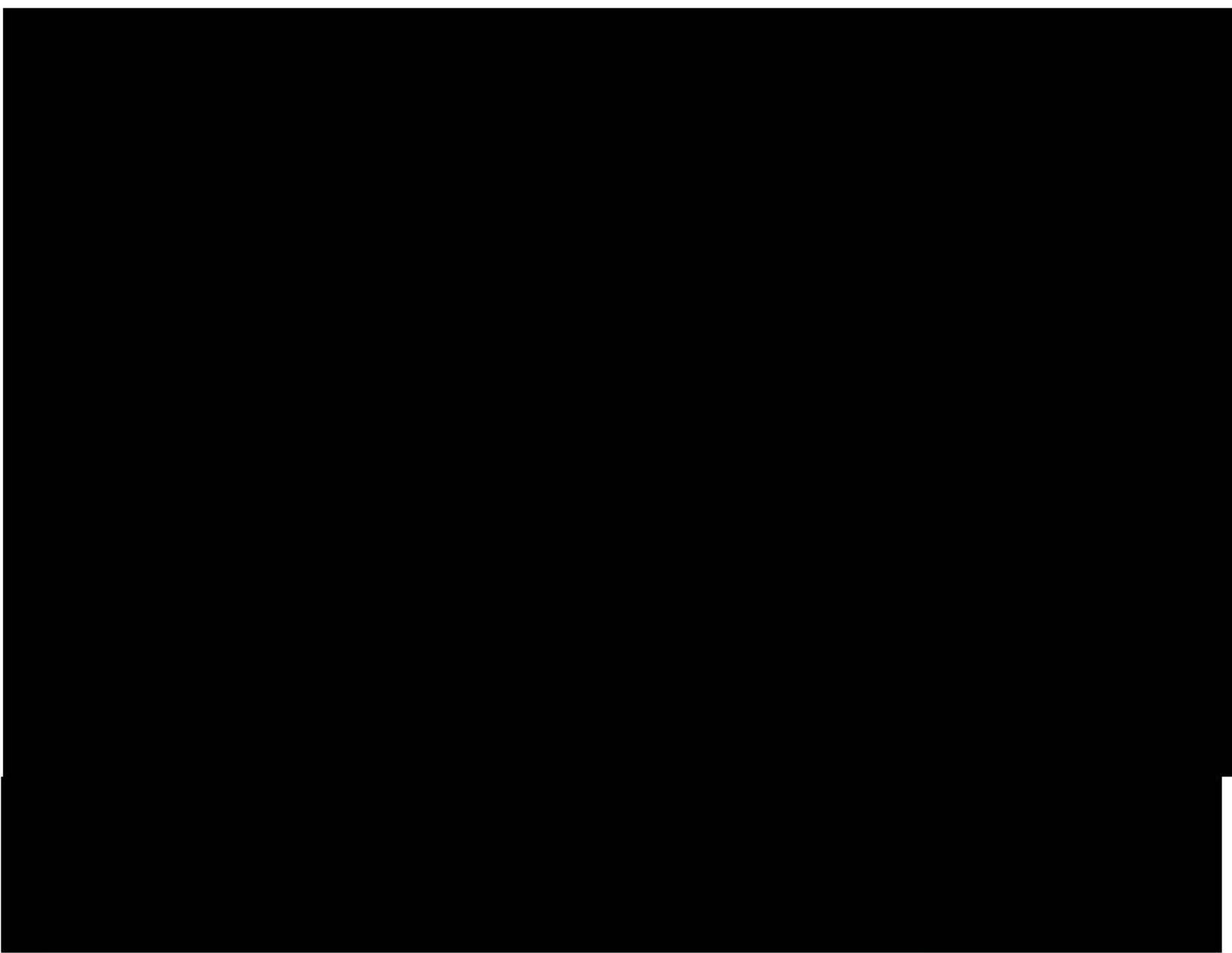


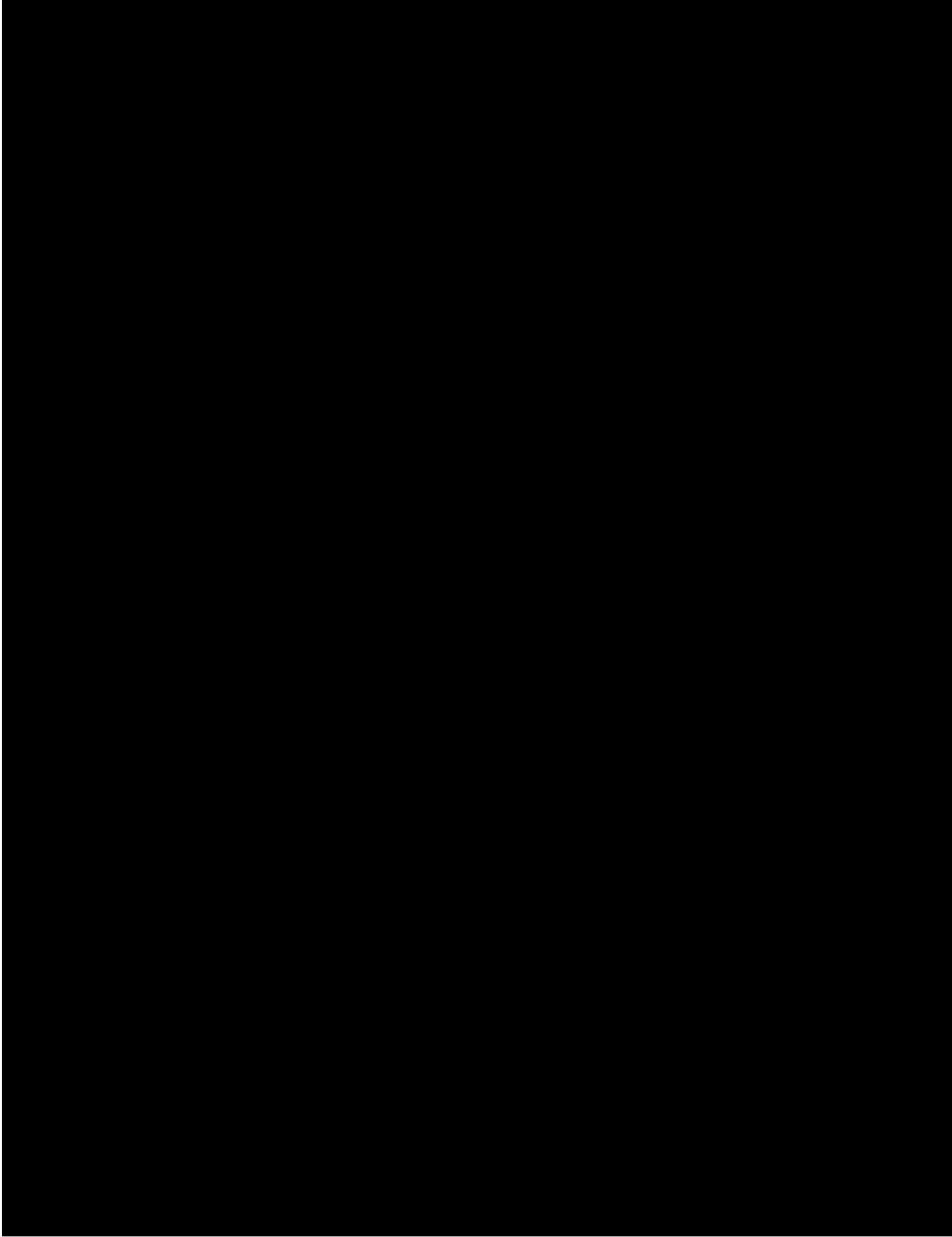
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[Redacted content]







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