

From: [REDACTED]
Subject: Fwd: Follow-Up on Billing Discrepancy – Account [REDACTED]
Date: February 28, 2026 7:59:51 PM
Attachments: [Outlook-dodmzexq](#)
[Outlook-ooleqyba.png](#)

----- Forwarded message -----

From: Henderson, Derek <DEREK.HENDERSON@nspower.ca>
Date: Fri, Sep 26, 2025 at 9:16 AM
Subject: Re: Follow-Up on Billing Discrepancy – Account #2498373-6
To: Shaun Campbell <[REDACTED]> Lanteigne, Chris
<Chris.Lanteigne@nspower.ca>

Hi Shaun,

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. I'll be back in touch when I have more information for you.

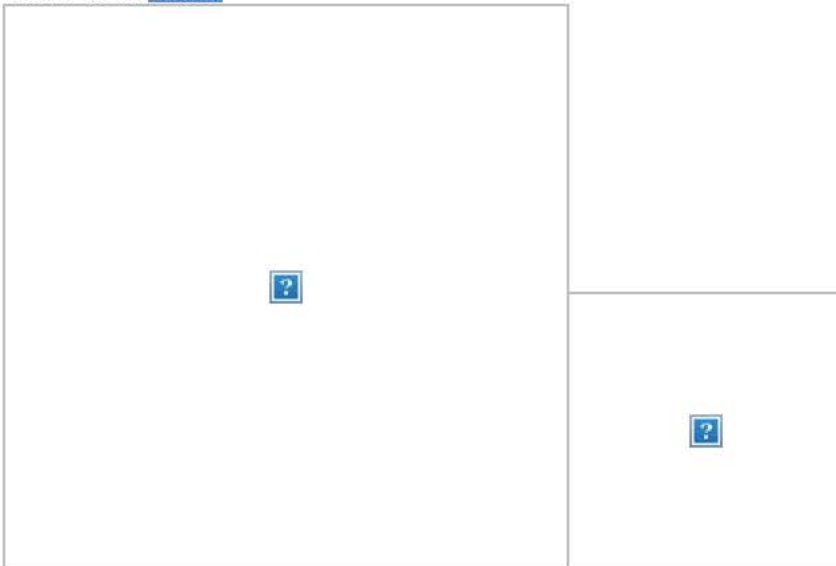
Regards,

Derek Henderson | Resolve Specialist | Nova Scotia Power

T: 902-240-2567 | **F:** 902-428-6108

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From: Shaun Campbell [REDACTED]
Sent: Thursday, September 25, 2025 8:20 PM

To: Henderson, Derek <DEREK.HENDERSON@nspower.ca>; Lanteigne, Chris
<Chris.Lanteigne@nspower.ca>

Subject: Follow-Up on Billing Discrepancy – [REDACTED]

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Beware of links or attachments from external sources. If you are unsure, click "Report Email"
to submit for review.**

Dear Derek,

Thank you again for your assistance with reviewing the billing discrepancies on my account. I wanted to follow up regarding the most recent charge of **\$437.29** dated **October 22, 2025**, which has added to my confusion given the limited occupancy and prior service transfer.

As noted previously:

- I returned to Nova Scotia on **August 13th**, and aside from approximately **9 days of occupancy between June 1st and August 13th**, the apartment remained vacant.
- We officially moved into the [REDACTED] apartment on **August 20th** and have been residing there continuously since.
- Prior to moving in, I contacted NS Power and was advised that the estimated monthly bill would be **under \$80**, which aligns with the size and efficiency of our two-bedroom unit.

However, the billing period listed on the statement spans **May 30 to September 16**, during which time the apartment was largely unoccupied. Despite this, we received a bill for **\$437.29**, and I'm trying to understand how this amount was calculated.

Here's a summary of bills and payments during that period:

Bills:

- April 11, 2025 – \$8.14
- August 7, 2025 – \$959.73 (*cancelled same day*)
- August 25, 2025 – \$98.90
- October 22, 2025 – \$437.29

Payments Made:

- July 16, 2025 – \$172.79
- August 28, 2025 – \$98.90

Given that payments were made during the billing period in question, and considering the limited usage, I would appreciate a detailed breakdown of how the charges were applied. If there are any adjustments pending or if further meter verification is needed, I'm happy to assist with any additional information.

Thank you again for your continued support in resolving this matter.

Shaun Campbell

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