

From: Shaun Campbell <[REDACTED]>

Sent: February 14, 2026 8:34 PM

To: nspdisputeresolution@gmail.com

Subject: Request for Formal Review of Billing Irregularities – [REDACTED]

Dear NSP Dispute Resolution Officer,

My name is Shaun Campbell, (NSP account: [REDACTED]) and I am requesting a formal review of significant billing discrepancies related to my former service address at [REDACTED] and my current residence at [REDACTED]. I have contacted Nova Scotia Power several times, but the issues outlined below remain unresolved. I am including copies of my bills and previous correspondence for your review.

1. Normal Billing History at [REDACTED]

I moved into [REDACTED] in August 2024.

Throughout my tenancy, my bills averaged approximately \$135 every two months (about \$67.50 per month). This usage was consistent and predictable.

2. Move-Out and Unexpected Final Bill

When I moved out, I contacted NSP on **May 29, 2025**, to disconnect service at Portland Street and transfer service to 2600 Beech Street for **May 30, 2025**. Based on my historical usage, I expected my final bill to be similar to previous cycles—approximately **\$135**. Instead, I received a final bill of **\$959.73**, which is entirely inconsistent with my usage history.

3. Automatic Withdrawals That Did Not Align With Occupancy

- July 16: **NSP withdrew \$172.79**, which I assumed covered the final Portland St. bill and the first Beech St. bill.
- August 28: **NSP withdrew \$98.90**, which I assumed reflected minimal summer usage.

However, **no one was living in the apartment during the summer months:**

- I was working in the Northwest Territories from June to August.
- My partner was staying with her family.

- The apartment was unoccupied (except my partner did spend approximately 11 nights during that time frame).

These charges do not reflect actual usage.

4. First Bill at [REDACTED] Major Irregularity

On **September 22**, we received a bill for **\$437.29**.

This amount is highly unusual given:

- We were told the unit averaged **under \$80 per month**.
- We moved in August 20th and stayed a few nights until September 1st when we started staying full time.
- The building is **less than five years old**.
- As students, we are away from home most of the day.
- We use the washer/dryer **once per week** and do not use the dishwasher.

Most importantly:

September 22 appears to be the first actual meter read since our connection was completed remotely on May 30. This suggests that the September bill may include **accumulated or misallocated usage from before we moved in**, especially since the apartment was unoccupied for much of that period.

5. Subsequent Estimated and Actual Bills

- Our next bill was **estimated at \$214.10**, again inconsistent with our usage.
- When the meter was finally read in **January**, our bill was **\$61.57**, which aligns with what we were told to expect and reflects our actual consumption.

This further supports the concern that earlier bills were based on **incorrect, delayed, or misallocated readings**.

6. Meter Calibration and Remaining Concerns

NSP has tested and indicated that the meter calibration is correct.

However, the issue is not the meter itself—it is the **timing and accuracy of the initial readings**.

Because:

- The service was connected remotely on May 30,

- The first actual meter read did not occur until September,
- And we were not living in the apartment for most of that period,

I do not believe the accumulated charges from May–September should be attributed to us. It is difficult to understand how we could have legitimately accumulated **over \$400** in usage before we had even moved in.

7. Request for Resolution

I respectfully request:

1. A **full audit** of meter readings, billing periods, and consumption for both addresses.
2. Verification of whether usage from [REDACTED] was **misallocated or accumulated** due to delayed meter reads.
3. Removal or correction of charges that do not reflect actual occupancy or usage.
4. A written explanation of findings and adjustments.

8. Authorization to Discuss My Account

I authorize **Crista MacNeil** to speak with Nova Scotia Power on my behalf regarding this matter. She may be contacted at [REDACTED]. She has my full permission to discuss my account, billing history, and any details required to resolve this dispute. I am in school full time and not always available to speak to on the phone during the day.

Thank you for your time and attention. I am hopeful that a formal review will bring clarity and resolution to these ongoing billing issues.

Sincerely,
Shaun Campbell

Confidentiality Notice - The email communication is considered confidential and is intended only for the recipient(s). If you received this email in error, please contact the sender and delete the email. Unauthorized disclosure or copying of this email is prohibited.

Attachment Limits - Emera will not accept email larger than 50MB or emails containing high risk attachments like ZIP, EXE or others that could contain viruses. If you have a business need to send such an email, please contact the recipient for instructions.

On Mon, Feb 16, 2026 at 9:59 AM <nspdisputeresolution@gmail.com> wrote:

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

Shaun Campbell

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 and 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: Shaun Campbell [REDACTED]
Sent: February 18, 2026 2:12 PM
To: nspdisputeresolution@gmail.com
Cc: [REDACTED]; customerrelations@nspower.ca
Subject: Re: 14 Feb email to the DRO from Shaun Campbell re Request for Formal Review of Billing Irregularities – [REDACTED]

Hi Mr Farmer, I've called NS Power and given them authorization to release my account information to you. I sent copies of all of our documents in my previous email, would you like those resent? Thank you for your assistance and time.

Shaun Campbell

From: <nspdisputeresolution@gmail.com>
Date: Thu, Feb 19, 2026 at 12:35 PM
Subject: DRO 19 Feb re Shaun Campbell dispute re [REDACTED]
[REDACTED]
To: <[REDACTED]>
CC: <customerrelations@nspower.ca>

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Don Farmer,
P.Eng.

Dispute Resolution Officer

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

From: **Shaun Campbell** [REDACTED] >

Date: Thu, Feb 19, 2026 at 12:48 PM

Subject: Fwd: DRO 19 Feb re Shaun Campbell dispute re p 2 [REDACTED]

[REDACTED]

To: [REDACTED]

From: Crista MacNeil <[REDACTED]>

Sent: February 20, 2026 12:03 PM

To: nspsdisputeresolution@gmail.com; kristagallagher@nsmla.ca;

[REDACTED]

Subject: Fwd: DRO 19 Feb re Shaun Campbell dispute re p [REDACTED]

[REDACTED]

Hello Mr. Farmer,

My name is Crista MacNeil. I'm reaching out regarding the ongoing issues my daughter and her partner have been experiencing with Nova Scotia Power since July.

To provide a clear timeline: -

July: The initial billing issue was identified, and they began contacting NS Power.

July–September: Multiple conversations took place with NS Power, but the issue continued to go unresolved.

September: They contacted your office and were advised that they had not yet exhausted all options with NS Power.

September–February: They continued working with NS Power in good faith, following all guidance and attempting every avenue available to them.

Earlier this week: They reached out to you again and received the same response—that they had not yet exhausted all options. Despite months of effort, they are still no further ahead. NS Power has offered a payment plan, but the underlying issue with the incorrect billing has not been addressed.

Shaun has contacted NS Power to provide permission for you to access his file, and he also confirmed in his most recent email that you have permission to communicate with me directly regarding this matter.

At this point, we are unsure what additional steps they can take. We are hoping you can advise us on what to do next. If there is a different contact, process, or escalation path we should be following, we would greatly appreciate your guidance. We are more than willing to take any necessary steps; we simply need direction on how to move forward.

Thank you for your time and attention to this matter.

Sincerely,

Crista MacNeil

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

Sent: February 21, 2026 11:04 AM

To: Customer Relations <customerrelations@nspower.ca>

Cc: [REDACTED]

Subject: DRO 21 Feb re 20 Feb email from Crista MacNeil re Shaun Campbell Accounts

****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

N.S.Power

See immediately following - Is Crista MacNeil authorized on this Account (Shaun Campbell) ?

Don Farmer,
P.Eng.

Dispute Resolution Officer

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

From: Customer Relations <customerrelations@nspower.ca>

To: <nspdisputeresolution@gmail.com>

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

Bcc:

Date: Mon, 23 Feb 2026 12:17:26 -0400

Subject: RE: DRO 21 Feb re 20 Feb email from Crista MacNeil re Shaun Campbell Accounts

Mr. Farmer,

Yes, Crista MacNeil has been authorized on Shaun Campbell's account.

Teri

From: Shaun Campbell <[REDACTED]>

Sent: February 14, 2026 8:34 PM

To: nspdisputeresolution@gmail.com

Subject: Request for Formal Review of Billing Irregularities [REDACTED]
[REDACTED]

Dear NSP Dispute Resolution Officer,

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Dispute Resolution Officer

From: Shaun Campbell [REDACTED] >
Sent: February 18, 2026 2:12 PM
To: nspdisputeresolution@gmail.com
Cc: [REDACTED].com; customerrelations@nspower.ca
Subject: Re: 14 Feb email to the DRO from Shaun Campbell re Request for Formal Review of Billing Irregularities - [REDACTED]

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Shaun Campbell

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

From: <nspdisputeresolution@gmail.com>
Date: Thu, Feb 19, 2026 at 12:35 PM
Subject: DRO 19 Feb re Shaun Campbell dispute re p [REDACTED]
[REDACTED]t
To: [REDACTED]
CC: <customerrelations@nspower.ca>

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

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Don Farmer,
P.Eng.

Dispute Resolution Officer

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

From: **Shaun Campbell** [REDACTED]

Date: Thu, Feb 19, 2026 at 12:48 PM

Subject: Fwd: DRO 19 Feb re Shaun Campbell dispute re p [REDACTED]

[REDACTED]

To: [REDACTED]

From: Crista MacNeil [REDACTED]

Sent: February 20, 2026 12:03 PM

To: nspdisputeresolution@gmail.com; kristagallagher@nsmla.ca;

[REDACTED]

Subject: Fwd: DRO 19 Feb re Shaun Campbell dispute re p [REDACTED]

[REDACTED]

Hello Mr. Farmer,

My name is Crista MacNeil. I'm reaching out regarding the ongoing issues my daughter and her partner have been experiencing with Nova Scotia Power since July.

To provide a clear timeline: -

July: The initial billing issue was identified, and they began contacting NS Power.

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September: They contacted your office and were advised that they had not yet exhausted all options with NS Power.

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Earlier this week: They reached out to you again and received the same response—that they had not yet exhausted all options. Despite months of effort, they are still no further ahead. NS Power has offered a payment plan, but the underlying issue with the incorrect billing has not been addressed.

Shaun has contacted NS Power to provide permission for you to access his file, and he also confirmed in his most recent email that you have permission to communicate with me directly regarding this matter.

At this point, we are unsure what additional steps they can take. We are hoping you can advise us on what to do next. If there is a different contact, process, or escalation path we should be following, we would greatly appreciate your guidance. We are more than willing to take any necessary steps; we simply need direction on how to move forward.

Thank you for your time and attention to this matter.

Sincerely,

Crista MacNeil

On Sat, Feb 21, 2026 at 11:04 AM <nspdisputeresolution@gmail.com> wrote:

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Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

nspdisputeresolution@gmail.com

N.S.Power

See immediately following - Is Crista MacNeil authorized on this Account (Shaun Campbell) ?

Don Farmer,
P.Eng.

Dispute Resolution Officer

From: Shaun Campbell [REDACTED] >
Sent: February 21, 2026 11:56 AM
To: nspdisputeresolution@gmail.com
Subject: Re: DRO 21 Feb re 20 Feb email from Crista MacNeil re Shaun Campbell Accounts

Yes, she is.

On Mon, Feb 23, 2026 at 1:16 PM <nspdisputeresolution@gmail.com> wrote:

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Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

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Shaun Campbell, Crista MacNeil

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Don Farmer, P.Eng.

Dispute Resolution Officer

From: Crista MacNeil <[REDACTED]>

Sent: February 24, 2026 5:24 AM

To: nspdisputeresolution@gmail.com; kristagallagher@nsmla.ca

Subject: Re: DRO 23 Feb re Shaun Campbell and Crist Mac Neil dispute re Shaun Accounts

Mr Farmer

Thank you for your email. We have been in contact with NS Power since July trying to resolve these issues. They tell us there is nothing further that can be done and have offered a payment plan. We are not sure where to go from here.

Based on your previous emails, I assume there must be something we can do with NS Power but we really do believe that we have exhausted all options, we have also tried to escalate to Lia MacDonald and Chris Lanteign but they keep sending the issue back to the same employee. Is there anything else that we can do with NS Power from our end?

Thank you

Crista MacNeil

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

Sent: February 24, 2026 11:31 AM

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

Subject: DRO 24 Feb re Crista MacNeil re Shaun Campbell consumption dispute

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nspdisputeresolution@gmail.com

Crista MacNeil N.S.Power Customer Relations

Crista

In response to your following email re the Account of Shaun Campbell on which you are acting as authorized Agent, , I will gin 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.

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.

Your dispute is in part a “consumption dispute”. A fundamental point I must make in such disputes is that N.S.Power's responsibility is to deliver power to the metering point. They have no role or responsibility with respect to how that energy is consumed on the premise. On-premise usage is a function of lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors well beyond N.S.Power's ability to address or control (outside temperatures, faulty wiring, ground faults, theft of power). Meter accuracy thus becomes the "acid test" in determining if appropriate usage is being billed. The test to confirm meter accuracy is an “as found” meter accuracy test, performed by N.S.Power in their Measurement Canada accredited meter shop, followed by a meter test by Measurement Canada if the Customer wishes to have an independent meter test performed

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 if 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 off the cumulative, and self-reconciling nature, of the meter reading process. The self-reconciling process is more fully explained in the immediately following paragraph.

The “Cumulative Nature” of power meters is similar to the odometer in a car. They are not reset to zero after a reading is taken from them. The meter (when brand new) starts at, and displays, the number zero and that number increases as energy - measured in kilowatt-hours (kWh) - is delivered through it. It stops registering energy usage when no power is being delivered and resumes when power starts to be delivered again. When power starts again the meter does not return to zero but adds to the previous number indication. The displayed number increases proportional to the rate at which energy (kWh) is being delivered. It performs much like the odometer in a car which accumulates miles in proportion to how far one drives and at what speed, as well as how often, one starts and stops. If an error is made in reading a meter on one occasion, it will not affect the number displayed on a subsequent reading. If for example a reading of 1000 is reported as 100, the next time a reading is taken it will still be something in excess of 1000 – so if a Customer was billed for 100 Kwh when it should have been 1000, the Customer gets a short term “break” on being billed for 900 Kwh that were actually consumed, however if the next

reading taken is 1500, that Customer will be billed for 1400 Kwh at that time. The net is that the Customer has been billed for 1500 Kwh consumption over a two bill period even though there was a meter reading error. ($100 + 1400 = 1000 + 500$). The same effect occurs if the meter reading is estimated, or erroneously reported, either higher or lower than the fact.

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: Customer Relations <customerrelations@nspower.ca>

Sent: February 26, 2026 12:30 PM

To: nspdisputeresolution@gmail.com

Cc: 'cristastonemacneil@gmail.com' [REDACTED]; Customer Relations <customerrelations@nspower.ca>

Subject: RE: DRO 24 Feb re Crista MacNeil re Shaun Campbell consumption dispute

Mr. Farmer,

Access for the DRO has been granted on subject account# [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.

The third attachment is a copy of the relevant notes on the subject account.

The fourth attachment is a copy of the test results on the meter that previously serviced the subject premises, Meter [REDACTED]

The customer was connected at [REDACTED] from August 1, 2024 to June 3, 2025. All meter reads for the customer's billing were based on true meter readings except for the closing bill. The meter reading of 8133 was estimated. This estimated read was incorrect, and the customer was given an adjustment of 4094 kWh's or \$797.89 based on the daily average usage.

The customer is currently connected at [REDACTED] since May 30, 2025. The connection read of 8531 taken on May 30, 2025 was a true read and was completed in person by a NS Power field representative. The customer's meter was also read in person on September 16, 2025.

The customer still disputed the billed charges for meter [REDACTED] for service at [REDACTED]. NS Power has tested the meter and has found it to be operating within prescribed accuracy limits.

It is NS Power's position that the customer has been billed appropriately.

Teri