Nova Scotia Energy Board

Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260310001

Submitted on: Tuesday, March 10 2026 at 11:31:10 AM (ADT)

Contact Information

Name on account:	Emily Martin	
Account number:	[redacted]	
Business contact:		
Account address:	Address 1:	[redacted]
	Address 2:	
	City:	[redacted]
	Province:	NS
	Postal code:	[redacted]
	Country:	Canada
Email Address:	[redacted]	
Mailing address:	Address 1:	
	Address 2:	
	City:	
	Province:	
	Postal code:	
	Country:	
Telephone number:	[redacted]	
Alternate phone number:		

Complaint Information

DRO made decision on:	March 10th 2026
Type of complaint:	Billing Issues

Additional details: Nova Scotia Power (NSP) issued my power bill, with service from December 6th 2025 - February 9th 2026, due March 13th, for my residence of [redacted]. In total, the bill claims that my household consumed 9483 kWh in 65 days. After HST, my bill is $1,865.48. My complaint concerns the purported electrical usage at my residence as per NSP. Facts about energy consumption in my household: - I have an outdoor ducted heat pump and an indoor air handler and have had this heating system since August of 2023. Our house is set to heat at 21C. The heat pump runs for a maximum of 20 hours per day. - Other important draws of electricity include a fridge, a washing machine and dryer, an oven, and a dishwasher. Our pattern of usage of these appliances has not changed in years. - We have 2 electric baseboard heaters which are turned off year-round. - My energy usage for this same billing period in 2024 was 7298 kWh for 69 days. This current bill (2026) reflects an increase of over 2000 kWh for a shorter billing period with fewer cold days than 2024 (please see Environment Canada for a detailed record of daily temperatures in Halifax in 2024 and 2025).

- My heat pump is regularly serviced and our air filters changed frequently for maximum efficiency. To evaluate for any discrepancies in the power usage, I calculated the following: 1. Heat pump: assuming the highest capacity of the heat pump (60,000 Btu-h), an HSPF rating of 11.2, 24 hour per day usage, and a 30 day month, the following kWh can be estimated 60,000 BtuH / (11.2 x 1000) x 24 hr x 30 d = 3857 kWh/month Multiplying the kWh by the most recent increase in energy rates, $0.185/kWh (noting that my current 2026 bill is partly billed at the previous rate of $0.181/kWh), the following monthly estimated cost is 3857 kWh/month x 0.185 = $713/month Multiplied by 2 to reflect the same billing period, the total energy usage for CONSTANT air pump electrical draw would be $1426. 2. Air handler: assuming the maximum wattage usage at maximal air speed of 576 W, running 24 hour per day usage, assuming a dirty filter (efficiency of 85%), and a 30 day month, the following kWh can be estimated 576 W x 24 hr x 1.15 (increased electrical draw from dirty filter) x 30 d = 477 kWh/ month Multiplying the kWh by the most recent increase in energy rates, $0.1

85/kWh (noting that my current 2026 bill is partly billed at the previous rate of $0.181/kWh), the following monthly estimated cost is 477 kWh x 0.185 = $88/ month Multiplied by 2 to reflect the same billing period, the total energy usage for CONSTANT air handler electrical draw at reduced efficiency would be $176/month. In total, for 60 days, my estimated cost based on maximally assumed usage of the greatest energy draws in my household should be $1,602. My bill claimed that my daily energy use averaged 145.9 kWh per day. Multiplying 145.9 kWh x 5 days x $0.185 would be an additional $135, for a total of $1,736 for the 65 day period. My estimated usage, based on maximal theoretical energy usage and only the new rate of $0.185/kWh, is STILL $40 below the pre-tax bill amount NSP has presented to me. This difference is unlikely to be made up by my usage of other household appliances, which are all rated for energy efficiency and used a handful of times per week. Given that my meter is functioning properly, I have not changed my energy usage, my heat pump is functioning as it should, and the weather is not significantly different from this time last year, I dispute this bill and ask that the Nova Scotia Energy Board look into this matter to find a reasonable, evidence-based explanation for the unexplained increase in kWh usage.

My communications thus far with Nova Scotia Power include the following: 1. Emailing customer service on February 12th to ask for an explanation of my unexplained increase in kWh usage. I received a response on February 17th that stated that NSP is not managing email inquiries, and to call customer service. 2. Phone call with customer service on February 13th to ask for an explanation of my unexplained increase in kWh usage. I was told that my meter is functioning correctly, that my meter was read (not estimated), and that I should pursue an energy assessment with Efficiency Nova Scotia (which I completed in 2024). The customer service agent could not provide my daily usage as he claimed that the cybersecurity incident resulted in the loss of this data being recorded. 3. I disputed my bill to the DRO on February 17th, 2026. 4. My meter was tested and deemed within acceptable accuracy limits on March 9th, 2026. 5. The DRO ruled that I was appropriately billed on March 10th, 2026. I am dissatisfied with NSP's explanations. NSP cannot provide me with evidence of my energy usage, and I have provided evidence of my energy usage. I am also dissatisfied with the DRO's decision. This is NOT a matter of energy usage at the property; I have provided adequate evidence that I am not using close to 10,000 kWh per billing period, which is equivalent to driving an electric car across Europe. Please see the attachments for further specifications of my residential heating system, communications with NSP and the DRO, my bills, and my meter readings. Please let me know if there is any additional information you require. Please investigate this matter thoroughly. An $1800 bill for a single household is ludicrous. Sincerely, Emily Martin

How do they want the complaint resolved?	NSP must provide evidence that my household did indeed consume > 9000 kWh of energy from December - February 2026. If they can prove numerically that this is my true usage, I will happily pay the bill. If they cannot reasonably explain this skyrocket in electrical usage, I want my bill refunded for the true difference in electrical usage.
Supporting documents uploaded:	• NSERB complaint submission.docx • NSP bill EM Dec to Feb 2026.pdf • Emily Martin Meter Test results letter .pdf • EM NSP bill Dec to Feb 2024.pdf • Heat pump specs.pdf • Air handler specs.pdf • Emily Martin Meter Test Results .pdf • Emily Martin Meter Reads.pdf • Emily Martin Ledger.pdf • DRO Final Written Decision re_ Emily Martin consumption dispute.pdf

PROVIDE DETAILS OF COMPLAINT:

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In total, the bill claims that my household consumed 9483 kWh in 65 days. After HST, my bill is $1,865.48.

My complaint concerns the purported electrical usage at my residence as per NSP.

Facts about energy consumption in my household:

- I have an outdoor ducted heat pump and an indoor air handler and have had this heating system since August of 2023. Our house is set to heat at 21C. The heat pump runs for a maximum of 20 hours per day.

- Other important draws of electricity include a fridge, a washing machine and dryer, an oven, and a dishwasher. Our pattern of usage of these appliances has not changed in years.

- We have 2 electric baseboard heaters which are turned off year-round.

- My energy usage for this same billing period in 2024 was 7298 kWh for 69 days. This current bill (2026) reflects an increase of over 2000 kWh for a shorter billing period with fewer cold days than 2024 (please see Environment Canada for a detailed record of daily temperatures in Halifax in 2024 and 2025).

- My heat pump is regularly serviced and our air filters changed frequently for maximum efficiency.

To evaluate for any discrepancies in the power usage, I calculated the following:

1. Heat pump: assuming the highest capacity of the heat pump (60,000 Btu-h), an HSPF rating of 11.2, 24 hour per day usage, and a 30 day month, the following kWh can be estimated

60,000 BtuH / (11.2 x 1000) x 24 hr x 30 d = 3857 kWh/month

Multiplying the kWh by the most recent increase in energy rates, $0.185/kWh (noting that my current 2026 bill is partly billed at the previous rate of $0.181/kWh), the following monthly estimated cost is

3857 kWh/month x 0.185 = $713/month

Multiplied by 2 to reflect the same billing period, the total energy usage for CONSTANT air pump electrical draw would be $1426.

2. Air handler: assuming the maximum wattage usage at maximal air speed of 576 W, running 24 hour per day usage, assuming a dirty filter (efficiency of 85%), and a 30 day month, the following kWh can be estimated

576 W x 24 hr x 1.15 (increased electrical draw from dirty filter) x 30 d = 477 kWh/month

Multiplying the kWh by the most recent increase in energy rates, $0.185/kWh (noting that my current 2026 bill is partly billed at the previous rate of $0.181/kWh), the following monthly estimated cost is

477 kWh x 0.185 = $88/month

Multiplied by 2 to reflect the same billing period, the total energy usage for CONSTANT air handler electrical draw at reduced efficiency would be $176/month.

In total, for 60 days, my estimated cost based on maximally assumed usage of the greatest energy draws in my household should be $1,602.

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3. I disputed my bill to the DRO on February 17th, 2026.

4. My meter was tested and deemed within aceptable accuracy limits on March 9th, 2026.

5. The DRO ruled in favour of NSP on March 10th, 2026.

I am dissatisfied with NSP's explanations. NSP cannot provide me with evidence of my energy usage, and I have provided evidence of my energy usage. I am also dissatisfied with the DRO's decision. This is NOT a matter of energy usage at the property; I have provided proof that I am not using close to 10,000 kWh bimonthly, which is equivalent to driving an electric car across Europe.

Please see the attachments for further specifications of my residential heating system, communications with NSP and the DRO, my bills, and my meter readings. Please let me know if there is any additional information you require.

Please investigate this matter thoroughly. An $1800 bill for a single household is ludicrous.

Sincerely,

Emily Martin

HOW DO YOU WANT YOUR COMPLAINT RESOLVED?

I want NSP to bear the burden of proof that I did indeed consume > 9000 kWh of energy from December - February 2026. If they can prove numerically that this is my true usage, I will happily pay the bill. If they cannot reasonably explain this skyrocket in electrical usage, I want my bill refunded.