



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260304001

Submitted on: Wednesday, March 04 2026 at 11:23:09 AM (AST)

Contact Information

Name on account: Allan King

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: No Communications available

Type of complaint: Billing Issues

Additional details: Received billing Feb. 26, 2026 for \$ 1,126.42 Sent letter to DRO Feb. 27, 2026 Followed up, by phone, 3 hours later - recording : " No one here to answer your call." contact us by email . March 4 - Follow up second time by phone - Same recorded Message : " No one is here to answer your call ." contact us by email . As of today's date, March 3, 2026 , I have had no communications from NS Power DRO . I am a soon to be 82 year old widower and I live alone and my income is \$ 30,000 . I purchased this century old home in Barrington , 2 year and 10 months ago because renting was terrifying me in Halifax and I feared I would be " homeless " because I could not qualify for the high rents . For the first 2 years here , I used wood & oil to heat my home . Then in October, 2025 , I had heat pumps installed . I am a very frugal person when it comes to expenses and with electricity , Nightly , I unplug my electric stove , micro wave , computer and all other plugs in the walls . My power bill was consistently , \$ 105.00 to \$ 120.00 every 2 months , averaging between 6.0 to 8.0 KWH per day . Then this cyber attack occurred and in Dec.

, 2025 my usage recorded on my NS Power bill ..dropped to 1.6 KWH usage from between 6.0 to 8.0 . This last bill is now almost 10 times more in price at \$ 1,126.42 or 96.1 KWH in usage . It makes me wonder if these readings are in error ? NS Power indicates on this current billing that my meter was read on Feb. 20, 2026 ?? I have zero confidence in the Management & " operations " at NS Power .

How do they want the complaint resolved?

I do not have the resources to pay this outstanding bill due on March 26 , 2026 . I have read that there is a class action Law Suit pending against NS Power . Could you advise me on what the Utilities Board is recommending to NS Tax Payers ? Thank you , Allan King

Supporting

documents uploaded: • Document.docx