



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260316001

Submitted on: Monday, March 16 2026 at 03:17:24 PM (ADT)

Contact Information

Name on account: Christine Cameron

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: March 16, 2026

Type of complaint: Billing Issues

Additional details: I am one of the 8,000 NS Power customers on the Critical Peak program. I received confirmation and acceptance into the program on Dec 13, 2023 where I was informed that our "rates would always be lower". NS Power sent notice to put the program on hold Dec 1, 2025. 1. Firstly, at no point did NS Power indicate in the initial email of Dec 13, 2023 that this program would be put on pause. The statement was that our rates would ALWAYS be lower. NS Power did submit a long letter from the NS Energy Board directing them to pause the program but that agreement was between myself and NS Power. Along with the 8,000 customers enrolled in the program, we relied on the honest representation of pricing when we entered the program. At no time have we received a different type of service, it was just based on knowledge of critical peak periods. There were never any clauses or conditions noted that stated our rates would be paused. 2. Secondly, the pricing was changed on December 1, 2025. At that time, the meter readings were not read to know exactly what our usage was at that point. Our meter was estimated throughout 2025 and only read the end of January 2026.

There is absolutely no way to know what our meter reading was on December 1, 2025. Therefore if the NS Energy Board is still going to ignore the agreement made between myself and NS Power, they at least should understand that a temporary rate change can only take place after confirming the meter reading. This could only happen after the January 2026 actual reading. There is no way of knowing what our meter was reading on December 1, 2025 to make a correct billing. Yes, the meter was tested but it did not provide an exact reading for December 1, 2025.

**How do they want
the complaint
resolved?**

I want the agreement made between myself and NS Power to stand, where my rate will always be lower. Again, this agreement was made with no clauses on the document email from December 2023. I also want a refund on my account of the price rise from December 1, 2025 to January 29, 2026. I am not insinuating that the meter was faulty, I merely am pointing out that there was no exact reading for December 1, 2025.

**Supporting
documents uploaded:**

- DRO Final Written Decision re Christine Cameron billing dispute with N.S.Power - (nspdisputeresolution@gmail.com) - 2026-03-16 1231.eml