



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260318001

Submitted on: Wednesday, March 18 2026 at 02:25:39 PM (ADT)

Contact Information

Name on account: Uday A Yadav

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: February 2, 2026

Type of complaint: Billing Issues

Additional details: The December bill was never corrected or adjusted after I provided my actual meter reading on November 18, 2025. At that time, I was advised by the customer care representative that my actual amount owing was \$205, which I paid on December 15, 2025. Since NS Power did not generate an adjusted bill, I had no way of knowing that the original estimated amount was still being carried forward. Because the December bill was not handled properly, the additional \$292.67 now appearing on my February and April Bill, and that is not something I can afford to pay. This amount reflects an estimation that I was explicitly told I did not need to pay, and the lack of a corrected bill has placed me in a difficult financial position. I fully understand that customers must pay for the electricity they use, and I have always done so. My concern is strictly with the administrative handling of the December bill and the resulting unexpected balance. I respectfully request that NS Power review this situation and adjust the outstanding amount accordingly, given that the error did not originate from my side.

How do they want the complaint resolved?

Adjust the December's estimation and stop adding, extra estimations in successive bills. Please find attached file , contains all the conversation and resolution with DRO, where I and nspower were agreed to not to pay extra estimated amount. This amount must not keep coming in my future invoice.

Supporting

documents uploaded:

• nspower-december-bill-dispute.pdf