Outlook

DRO 2 Feb re Uday Yadav billing dispute

From Penney, Nicole <Nicole.Penney@novascotia.ca>
Date Wed 18-Mar-26 1:49 PM
To [redacted]
Cc Wallace, Lisa <Lisa.Wallace@novascotia.ca>

Good afternoon,

The Board received your email stating that you wish to appeal the DRO decision. Before we can proceed with opening a matter you must submit your appeal through the portal at: https://board.titanfile.com/forms/dro-power-complaint-NSEB/

Once the Board receives your appeal through the secure portal a matter will be opened and assigned to a member.

Thank you,

NICOLE PENNEY (she/her)
Administrative Assistant to Lisa Wallace, Chief Clerk of the Board
Nova Scotia Energy Board
T 902 424 1332
TF 1 833 809 0040

Nova Scotia Energy Board

From: Energy and Regulatory Boards Tribunal <Board@novascotia.ca>
Sent: March 18, 2026 8:50 AM
To: Penney, Nicole <Nicole.Penney@novascotia.ca>
Cc: Wallace, Lisa <Lisa.Wallace@novascotia.ca>
Subject: FW: DRO 2 Feb re Uday Yadav billing dispute

From: Uday Yadav [redacted]
Sent: March 17, 2026 6:14 PM
To: nspdisputeresolution@gmail.com; Energy and Regulatory Boards Tribunal <Board@novascotia.ca>
Cc: customerrelations@nspower.ca
Subject: Re: DRO 2 Feb re Uday Yadav billing dispute

You don't often get email from [redacted] Learn why this is important

** EXTERNAL EMAIL / COURRIEL EXTERNE **
Exercise caution when opening attachments or clicking on links / Faites preuve de prudence si vous ouvrez une pièce jointe ou cliquez sur un lien

Hi there,
I had a dispute over my last invoice, and NS Power had accepted that they did not adjust my December bill amount. In resolution It was concluded I won't be paying excessive estimated amount. Now PS Power keep asking me to pay that excessive estimation from last December and sent me a bill of $902.60.

An Emera Company

Weekdays 8am-6pm
www.nspower.ca

[redacted]

From: Uday Yadav <[redacted]
Sent: Monday, February 2, 2026 3:59 PM
To: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Cc: customerrelations@nspower.ca <customerrelations@nspower.ca>
Subject: Re: DRO 2 Feb re Uday Yadav billing dispute

Thank you Mr. Farmer and Teri both of you.

[redacted]

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Sent: Monday, February 2, 2026 3:28 PM
To: [redacted]
Cc: customerrelations@nspower.ca <customerrelations@nspower.ca>
Subject: DRO 2 Feb re Uday Yadav billing dispute

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

Uday Yadav

I am closing my file on this matter.

Don Farmer, P.Eng.

Dispute Resolution Officer

From: Uday Yadav [redacted]
Sent: February 2, 2026 12:21 PM
To: nspdisputeresolution@gmail.com
Cc: customerrelations@nspower.ca
Subject: Re: DRO 31 Jan re Uday Yadav billing dispute

Dear Teri and Mr. Farmer,

Thank you for your detailed explanation regarding the November and January meter readings.

I appreciate the clarification. The information provided by Teri confirms that my concern is valid: the November 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 November bill was not handled properly, the additional **$292.67** now appearing on my February invoice 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 November 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.

As Teri mentioned, NS Power is not applying late charges or penalties. Based on this, I will not be paying the unadjusted **$292.67**, and I consider my position on this matter clear. I'm fine to close the case, but I may reopen the dispute if the previous bills aren't adjusted/corrected as expected.

Thank you for your time and understanding. I look forward to a fair resolution.

Regards

[redacted]

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Sent: Saturday, January 31, 2026 11:36 AM
To: [redacted]
Cc: customerrelations@nspower.ca <customerrelations@nspower.ca>
Subject: DRO 31 Jan re Uday Yadav billing dispute

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

Uday Yadav

The immediately following email, in my view, clearly and appropriately in my view, clearly explains your fully reconciled Jan 16 bill.

It appears to me that this matter appears to be resolved. Do you Agree ? If so, I will close my file on the matter. If not, I will issue a Final Written Decision on the matter which you may appeal to he NSEB.

Don Farmer, P.Eng.

Dispute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>
Sent: January 30, 2026 11:59 AM
To: nspdisputeresolution@gmail.com
Cc: [redacted] Customer Relations <customerrelations@nspower.ca>
Subject: RE: DRO 29 Jan re Uday Yadav re dispute re charged again in new Bill

Mr. Farmer,

When the customer contacted NS Power on November 18, 2025, a read was provided by the customer. The read provided was 36199. The customer care representative advised the bill would have been for 1283 kWh or approximately $205.00. The customer made a payment of $205.00 on December 15, 2025. A new bill was not generated for the lower amount.

The January 14, 2026, meter read was a true read. This read was 38905 and the last read that customer paid up to was 36199. This would leave the customer owing for 2706 kWh's (38905-36199) between the read the customer provided on November 18, 2025, and the read obtained on January 14, 2026.

NS Power did not correct the previous November bill but only advised the customer of what the bill at that time would have been. The additional kWh's would have appeared on the January bill had a new bill been printed in November but instead the January bill shows it owing from November. This leaves the November bill owing for 1064 kWh's and the January bill owing for 1642 kWh's for the total of 2706 kWh's.

Our customers will never pay for power they do not use. We are not applying late charges or penalties on any outstanding balance, and we will communicate with customers before reintroducing any late fees on unpaid amounts.

Teri

From: Uday Yadav <[redacted]
Sent: January 29, 2026 3:10 PM
To: Customer Relations <customerrelations@nspower.ca>; nspdisputeresolution@gmail.com
Subject: Re: DRO 29 Jan re Uday Yadav re dispute re charged again in new Bill

Hi Mr. Farmer and Teri

I have attached details for the February Bill in previous bills and adding them here again:

Due Date*	Account Number	Service Address	Billed Amount	Current E
Feb 17, 2026	[redacted]		$651.46	651.

[redacted]

Please let me know if I am missing something or not as expected in this context.

Regards

[redacted]

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Sent: Thursday, January 29, 2026 2:21 PM
[redacted] customerrelations@nspower.ca <customerrelations@nspower.ca>
Subject: DRO 29 Jan re Uday Yadav re dispute re charged again in new Bill

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

Uday Yadav; N.S.Power

Udav

Please clarify your reference to February 1 bill.

N.S.Power

Please address the Customer concern re "being asked to pay an additional $292.67, which is my main concern." in the context of your January 28, 2026 1:58 PM email

Don Farmer, P. Eng

Dispute Resolution Officer

From: Uday[redacted]
Sent: January 29, 2026 11:38 AM
To: nspdisputeresolution@gmail.com
Cc: customerrelations@nspower.ca
Subject: Re: DRO 29 Jan re Uday Yadav re dispute re Previously Paid Amount is charged again in new Bill

Thank you, Mr. Farmer and Teri.

My concern is not about the clarification of the estimate and actual usage. If you refer to my recent bill for February, I see that I am being asked to pay an additional $292.67, which is my main concern.

On November 18th, I called customer service, and the representative requested my actual meter reading. After providing the reading, I was informed that my actual bill is $205, and I do not need to pay the estimated amount of $497.67. Consequently, I only paid $205.

The bill I received in February included an estimated usage that hasn't been adjusted, and I am now being asked to pay this estimation. They estimated my usage at 3,907 kWh, which is significantly higher than my actual usage of 1,560 kWh.

Now, in my new bill, NSPower is requesting the outstanding amount of $497.67 instead of adjusting it based on my actual usage. I cannot afford to pay such a high amount.

This seems to be a recurring issue with my recent invoices, where NSPower charges significantly more than what is justified by my actual usage under the guise of estimation.

My concern is that I am unable to pay the additional $292.67, which is based on the estimation and not my actual usage. NS Power should adjust the previous December's estimation in to February's bill.

Thanks to both of you for understanding, and look at this.

[redacted]

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Sent: Thursday, January 29, 2026 10:55 AM
[redacted]
Cc: customerrelations@nspower.ca <customerrelations@nspower.ca>
Subject: DRO 29 Jan re Uday Yadav re dispute re Previously Paid Amount is charged again in new Bill

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

Uday Yadav

Per the immediately following detailed email, this matter appears to me to be appropriately addressed by N.S.Power, and fully resolved with your fully reconciled 14 Jan 2026 bill – "The customer's meter was read on January 14, 2026 and the billing was fully reconciled."

Do you Agree ? If so, I will close my file on the matter. If not, I will issue a Final Written Decision on the matter which you may appeal to he NSEB.

Don Farmer, P.Eng.

Dispute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>
Sent: January 28, 2026 1:58 PM
To: nspdisputeresolution@gmail.com
Cc: 'uday_emersion@outlook.com [redacted] Customer Relations <customerrelations@nspower.ca>
Subject: RE: 27 Jan email to the DRO from Uday Yadav re Previously Paid Amount is charged again in new Bill

Mr. Farmer,

Access for the DRO has been granted on subject [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.

We are continuing to work on restoring all regular services to our customers following the cyber incident. Meters are now being reconnected to our billing system. Completing this process will take time. As meters are reconnected, more customers will receive a bill based on actual usage. Customers bills will continue to indicate whether it is estimated or has been read.

Prior to the customer's recent meter read, due to the cyber incident, NS Power was providing billing in two ways: physical meter reads and estimated bills. Our customers will never pay for power they do not use. Any differences between estimated and actual usage will be addressed and accurately reflected in a future bill.

Below outlines the customers billing since the cyber incident in April.

The customers May bill was based on an estimated meter read. It was estimated for 1392 kWh and the Energy charge and the base charge combined was $296.71.

March 12 to May 14, 2025

[redacted]

The customers July bill was based on a true read. The July bill was billed for service from Mar 12 to July 9, 2025. The customer was billed for 3097 kWh's. The customer was refunded for the previously billed 1392 kWh for service between Mar 12 and May 14. The customer was refunded the full amount of $296.71 which included both the base charge and energy charges from the previous bill.

[redacted]

[redacted]

The customers September bill was based on an estimated meter read. It was estimated for 1560 kWh and the Energy charge and the base charge combined was $327.89.

[redacted]

The customers November bill was based on an estimated read. The November bill was billed for service from Jul 9 to Nov 14, 2025. The customer was billed for 3907 kWh's. The customer was refunded for the previously billed 1560 kWh for service between July 9 to Sept 15. The customer was refunded the full amount of $327.89 which included both the base charge and energy charges from the previous bill.

[redacted]

The customer's meter was read on January 14, 2026 and the billing was fully reconciled.

[redacted]

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

Teri

From: Uday Yadav [redacted]
Sent: January 28, 2026 10:59 AM
To: nspdisputeresolution@gmail.com
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: Re: 27 Jan email to the DRO from Uday Yadav re Previously Paid Amount is charged again in new Bill

Hi Don Farmer,

Thanks for responding and looking into the matter.

I have called on the mentioned number and provided my consent to release my information to DRO.

Regards

[redacted]

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Sent: Tuesday, January 27, 2026 2:58 PM
To: [redacted] customerrelations@nspower.ca <customerrelations@nspower.ca>
Subject: 27 Jan email to the DRO from Uday Yadav re Previously Paid Amount is charged again in new Bill

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

Uday Yadav; N.S.Power Customer Relations

Uday

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.

If you have not already done so, please contact N.S. Power by telephone at 1-800-428-6230 and give them your consent, to release your account information, to me. Alternatively, N.S.Power may email you seeking consent when they receive this email.

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.

N.S.Power

Please provide me with N.S.Power's position in the matter as well as copies of relevant account statements and relevant computerized notes or notices.

Don Farmer, P.Eng.

Dispute Resolution Officer

From: Uday Yadav[redacted]
Sent: January 27, 2026 2:08 PM
To: nspdisputeresolution@gmail.com
Subject: Fw: Previously Paid Amount is charged again in new Bill

Hi there,

I recently received my bill, and I noticed that it includes an additional amount compared to my December bill. Here's a summary of the situation:

In December, my estimated amount was $497.67. After speaking with an agent (the trailing email), I was provided with the correct bill, which was $205, and I paid that amount.

Now, I have received an invoice for February that requires me to pay an additional $292.67, which was never part of my actual usage.

I would like to know why I am being charged this extra amount, especially since the new invoice is based on an actual reading. Why hasn't my December bill been adjusted accordingly? It seems unfair to charge me $292.67 for something that isn't reflective of my actual usage.

Thank you for your attention to this matter.

[redacted]

From: Uday Yadav[redacted]
Sent: Tuesday, November 18, 2025 4:52 PM
To: home@nspower.ca <home@nspower.ca>; Identification <id@nspower.ca>
Cc: Board@novascotia.ca <board@novascotia.ca>
Subject: Re: Previously Paid Amount is charged again in new Bill

Hi there,

I spoke with an agent who explained the issue regarding "estimated" invoices and how they have been incorrect. The agent provided me with an updated amount to pay.

It appears that NS Power needs to revise the estimation process where estimation is happening for already paidd duration, as the frequent high bills are quite concerning.

Regards

[redacted]

From: Uday Yadav [redacted]
Sent: Tuesday, November 18, 2025 3:52 PM
To: home@nspower.ca <home@nspower.ca>; Identification <id@nspower.ca>
Cc: Board@novascotia.ca <board@novascotia.ca>
Subject: Previously Paid Amount is charged again in new Bill

Hi there,

My service details are :

[redacted]

I am being charged for an already paid bill. I tried to call nspower (**1-800-428-6230),** waited for 30 minutes, but no agent could receive the call.

Following is my recent bill:

[redacted]

I would like to bring to your attention that I paid my previous bill on October 14th, yet I am still being charged for 128 days, from July to November. As a result, I am effectively paying both the Base Charge and the Energy Charge twice for the period from July to September. If this is not the case, please explain.

This issue has occurred before; in July, I was also charged for a bill that I had already paid. I'm not sure what the underlying problem is, but it seems that there might be an issue with your billing software.

I see that a payment is scheduled for December 12th. If I don't pay this full amount, I will be charged interest. As a customer, I feel trapped by this faulty system. NS Power has already imposed high rates on me, and now I am facing duplicate charges. I cannot afford to be charged twice regularly.

I urge you to address this faulty system instead of penalizing your customers. Thank you for your attention to this matter.

[redacted]