

From: [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)  
To: [customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)  
Cc: [Wladimir\\_Lisa](mailto:Wladimir_Lisa)  
Subject: Corrected re omitted address - DRO Final Written Decision re Uday Yadav billing dispute  
Date: March 25, 2026 2:08:08 PM  
Attachments: [image017.png](#)  
[image018.png](#)  
[image019.png](#)  
[image020.png](#)  
[image021.png](#)  
[image022.png](#)  
[image024.png](#)  
[image025.png](#)  
[image026.png](#)  
[image027.png](#)  
[image028.png](#)  
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[image030.png](#)  
[image031.png](#)  
[image032.png](#)  
[image033.png](#)  
[image034.png](#)  
[image035.png](#)  
[image036.png](#)  
[image037.png](#)  
[image038.png](#)  
[Uday Yadav Ledger Mar 23.pdf](#)  
[Uday Yadav Meter Reads Mar 23.pdf](#)  
[Regulation 5.1 Estimated Readings - Copy.pdf](#)  
[Regulation 6.4 - Copy.pdf](#)  
[Regulation 5.3.pdf](#)  
[Regulation 6.5.pdf](#)

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**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](mailto:nspdisputeresolution@gmail.com)

Uday Yadav

After review and consideration of all of the following and attached, my Final Written Decision in the matter follows.

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.

Your Dispute in summary is: that you have service from N.S.Power at [REDACTED] (Account # [REDACTED]); that you dispute your 16 Mar 2026 bill for \$902.60 (includes outstanding balance of \$292.70); that you dispute the \$202.92 and indicate that you cant afford to pay it; that your Sept and Nov 2025 bills were based on estimated meter readings; that your meter was actually read on 9 July 2025 and again on 14 Jan 2026; that your 6 month total July 2025 to 2026 usage is therefore accurate; that for billing purposes previous estimate readings were subtracted from the actual 6 month usage; and that once an actual meter reading is obtained, following estimated meter readings, all estimation error is reconciled (see more detailed explanation below).

Board approved Regulations relevant to this matter are 5.1 and 6.4 – copy attached.

Specific bills can be other than expected if they are based on estimated – as opposed to actual – meter readings. Once an actual meter reading is obtained, following an estimated reading for billing purposes, any estimation error is fully reconciled in following bills, that are based on actual readings, as a result off the cumulative, and self-reconciling nature, of the meter reading process. The self-reconciling process is more fully explained in the immediately following paragraph.

The “Cumulative Nature” of power meters is similar to the odometer in a car. They are not reset to zero after a reading is taken from them. The meter (when brand new) starts at, and displays, the number zero and that number increases as energy - measured in kilowatt-hours (kWh) - is delivered through it. It stops registering energy usage when no power is being delivered and resumes when power starts to be delivered again. When power starts again the meter does not return to zero but adds to the previous number indication. The displayed number increases proportional to the rate at which energy (kWh) is being delivered. It performs much like the odometer in a car which accumulates miles in proportion to how far one drives and at what speed, as well as how often, one starts and stops. If an error is made in reading a meter on one occasion, it will not affect the number displayed on a subsequent reading. If for example a reading of 1000 is reported as 100, the next time a reading is taken it will still be something in excess of 1000 – so if a Customer was billed for 100 Kwh when it should have been 1000, the Customer gets a short term “break” on being billed for 900 Kwh that were actually consumed, however if the next reading taken is 1500, that Customer will be billed for 1400 Kwh at that time. The net is that the Customer has been billed for 1500 Kwh consumption over a two-bill period even though there was a meter reading error. (100 + 1400 = 1000 + 500). The same effect occurs if the meter reading is estimated, or erroneously reported, either higher or lower than the fact.

Once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled. Your 6 month July 2025 to 2026 usage is based on actual meter readings and therefore accurate. For billing purposes previous estimate readings were subtracted from the actual 6 month usage. Once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled.

Final Written DRO Decision: In the context of Board approved Regulation 5.1, N.S.Power has appropriately billed the Customer for service to [REDACTED] (Account # [REDACTED]).

This Decision can be issued in conventional letter form, via regular mail, upon request.

You may appeal this decision to the Nova Scotia Energy Board (NSEB) if you wish; their contact information is: P.O. Box 1692, Unit M, Suite 300, 1601 Lower Water St. Halifax, N.S., B3J 2S3; Email - [board@novascotia.ca](mailto:board@novascotia.ca); Telephone - 902-424-1332, Toll Free in NS: 1-833-809-0040; Fax - 902-424-3919

You indicate you can't afford to fully pay your bill. I attach Board approved Regulations 5.3 and 6.5 which define payment options available to you – you may wish to discuss these directly with N.S.Power at 902-428-6230.

Don Farmer, P.Eng.  
Dispute Resolution Officer

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**From:** nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>  
**Sent:** Tuesday, March 24, 2026 2:54 PM  
**To:** [REDACTED]  
**Cc:** customerrelations@nspower.ca  
**Subject:** DRO Final Written Decision 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](mailto:nspdisputeresolution@gmail.com)***

Uday Yadav

After review and consideration of all of the following and attached, my Final Written Decision in the matter follows.

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.

**Your Dispute in summary** is: that you have service from N.S.Power at [REDACTED] (Account # [REDACTED]); that you dispute your 16 Mar 2026 bill for \$902.60 (includes outstanding balance of \$292.70); that you dispute the \$202.92 and indicate that you cant afford to pay it; that your Sept and Nov 2025 bills were based on estimated meter readings; that your meter was actually read on 9 July 2025 and again on 14 Jan 2026; that your 6 month total July 2025 to 2026 usage is therefore accurate; that for billing purposes previous estimate readings were subtracted from the actual 6 month usage; and that once an actual meter reading is obtained, following estimated meter readings, all estimation error is reconciled (see more detailed explanation below).

Board approved Regulations relevant to this matter are 5.1 and 6.4 – copy attached.

Specific bills can be other than expected if they are based on estimated – as opposed to actual – meter readings. Once an actual meter reading is obtained, following an estimated reading for billing purposes, any estimation error is fully reconciled in following bills, that are based on actual readings, as a result off the cumulative, and self-reconciling nature, of the meter reading process. The self-reconciling process is more fully explained in the immediately following paragraph.

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Once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled. Your 6 month July 2025 to 2026 usage is based on actual meter readings and therefore accurate. For billing purposes previous estimate readings were subtracted from the actual 6 month usage. Once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled.

**Final Written DRO Decision:** In the context of Board approved Regulation 5.1, N.S.Power has appropriately billed the Customer for service to XXXX (Account #XXXX)

This Decision can be issued in conventional letter form, via regular mail, upon request.

You may appeal this decision to the Nova Scotia Energy Board (NSEB) if you wish; their contact information is: P.O. Box 1692, Unit M, Suite 300, 1601 Lower Water St. Halifax, N.S., B3J 2S3; Email - [board@novascotia.ca](mailto:board@novascotia.ca); Telephone - 902-424-1332 ,Toll Free in NS: 1-833-809-0040 ; Fax - 902-424-3919

You indicate you can't afford to fully pay your bill. I attach Board approved Regulations 5.3 and 6.5 which define payment options available to you – you may wish to discuss these directly with N.S.Power at 902-428-6230.

Don Farmer, P.Eng.  
Dispute Resolution Officer

---

**From:** Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>  
**Sent:** Monday, March 23, 2026 10:06 AM

To: 'nspdisputeresolution@gmail.com' <nspdisputeresolution@gmail.com>  
Cc: [REDACTED] Customer Relations <customerrelations@nspower.ca>  
Subject: RE: DRO 21 Mar re Uday Yadav re closed billing dispute

Mr. Farmer,

The first and second attachments are a new account ledger and meter reads obtained for the subject account.

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.

As per the meter read history report, the customer's meter was read on July 9, 2025 and the read was 33356.00. This was a true read. The customer's meter was read again on January 14, 2026 and the read was 38905.23. This was a true read.

The customer was billed for 5549 (38905 – 33356) kWh's between July 9, 2025 and January 14, 2026.

| Domestic<br>Service from Jul 09 to Sep 15, 2025 |           |             |                |                 |            |          |
|-------------------------------------------------|-----------|-------------|----------------|-----------------|------------|----------|
| Meter number                                    | Rate code | No. of days | New meter read | Last meter read | Multiplier | kWh used |
| 2101426                                         | 02B       | 68          | 34916.00       | 33356.00        | 1          | 1560     |

| Domestic<br>Service from Jul 09 to Nov 14, 2025 |           |             |                |                 |            |          |
|-------------------------------------------------|-----------|-------------|----------------|-----------------|------------|----------|
| Meter number                                    | Rate code | No. of days | New meter read | Last meter read | Multiplier | kWh used |
| 2101426                                         | 02B       | 128         | 37263.00       | 33356.00        | 1          | 3907     |
| 2101426                                         | 02B       | 68          | 34916.00       | 33356.00        | 1          | 1560     |

| Domestic<br>Service from Nov 14 to Jan 14, 2026 |           |             |                |                 |            |          |
|-------------------------------------------------|-----------|-------------|----------------|-----------------|------------|----------|
| Meter number                                    | Rate code | No. of days | New meter read | Last meter read | Multiplier | kWh used |
| 2101426                                         | 02B       | 61          | 38905.23       | 37263.00        | 1          | 1642     |

The customer has been billed appropriately.

Teri

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From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>  
Sent: March 21, 2026 9:21 AM  
To: Customer Relations <customerrelations@nspower.ca>  
Cc: [REDACTED]; Nicole.Penney@novascotia.ca  
Subject: DRO 21 Mar re Uday Yadav re closed billing dispute

**\*\*Exercise Caution** - This is an external email from: nspdisputeresolution@gmail.com.  
**Beware** of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.\*\*

**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](mailto:nspdisputeresolution@gmail.com)

N.S.Power Customer Relations

Please see highlighted statements in the following email thread:

NSP 30 Jan 11:59 pm  
DRO 31 Jan 11:36 pm  
Customer 2 Feb 12:21 pm  
DRO 2 Feb 3:28 pm  
NSEB 19 Mar 10:53

What is the current Account billing status ?

Don Farmer, P.Eng,  
Dispute Resolution Officer

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From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>  
Sent: Thursday, March 19, 2026 4:17 PM  
To: [REDACTED]  
Cc: customerrelations@nspower.ca; 'Lisa.Wallace@novascotia.ca' <Lisa.Wallace@novascotia.ca>  
Subject: DRO 19 Feb re Uday Yadav closed 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](mailto:nspdisputeresolution@gmail.com)

Uday Yadav

Please see following highlighted statements in email of 30 Jan, 31 Jan and particularly 2 Feb 12:21 pm.

As a result, I did not issue a Final Written Decision in this matter.

Don Farmer, P.Eng.  
Dispute Resolution Officer

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**From:** Uday Yadav [REDACTED]  
**Sent:** Thursday, March 19, 2026 1:59 PM  
**To:** Penney, Nicole <[Nicole.Penney@novascotia.ca](mailto:Nicole.Penney@novascotia.ca)>  
**Cc:** Wallace, Lisa <[Lisa.Wallace@novascotia.ca](mailto:Lisa.Wallace@novascotia.ca)>; 'Dispute Resolution Officer Don Farmer,P.Eng' <[nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)>  
**Subject:** Re: M12756 DRO 2 Feb re Uday Yadav billing dispute

Hi Nicole,

I have re-submitted pdf. PDF is basically the following email trails.  
Please go thru Page# 3 and 4 for the dispute decision, where DRO had closed the file.

Regards

Uday Yadav  
[REDACTED]

---

**From:** Penney, Nicole <[Nicole.Penney@novascotia.ca](mailto:Nicole.Penney@novascotia.ca)>  
**Sent:** Thursday, March 19, 2026 10:53 AM  
**To:** Uday Yadav [REDACTED]  
**Cc:** Wallace, Lisa <[Lisa.Wallace@novascotia.ca](mailto:Lisa.Wallace@novascotia.ca)>; 'Dispute Resolution Officer Don Farmer,P.Eng' <[nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)>  
**Subject:** M12756 DRO 2 Feb re Uday Yadav billing dispute

Good morning,

We received your Appeal on March 18, 2026, however the DRO decision wasn't attached.

Kindly submit the DRO decision to the Board through our secure portal: <https://board.titanfile.com/NSEB/>

Once we receive the DRO decision a matter will be opened and a member assigned.

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



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This message (including any attachments) may contain private or protected information meant for a specific person or organization.  
If you received this by mistake, please let the sender know, do not communicate the content, and delete the email from your system.  
Thank you.

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**From:** Uday Yadav [REDACTED]  
**Sent:** March 18, 2026 2:28 PM  
**To:** Penney, Nicole <[Nicole.Penney@novascotia.ca](mailto:Nicole.Penney@novascotia.ca)>  
**Cc:** Wallace, Lisa <[Lisa.Wallace@novascotia.ca](mailto:Lisa.Wallace@novascotia.ca)>  
**Subject:** Re: DRO 2 Feb re Uday Yadav billing dispute

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Thanks Nicole,

I have submitted the appeal, and the reference number is: 260318001

Regards

Uday Yadav  
[REDACTED]

---

**From:** Penney, Nicole <[Nicole.Penney@novascotia.ca](mailto:Nicole.Penney@novascotia.ca)>  
**Sent:** Wednesday, March 18, 2026 1:49 PM

**To:** [REDACTED]  
**Cc:** Wallace, Lisa <[Lisa.Wallace@novascotia.ca](mailto:Lisa.Wallace@novascotia.ca)>  
**Subject:** DRO 2 Feb re Uday Yadav billing dispute

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



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This message (including any attachments) may contain private or protected information meant for a specific person or organization. If you received this by mistake, please let the sender know, do not communicate the content, and delete the email from your system. Thank you.

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

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

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**\*\* EXTERNAL EMAIL / COURRIEL EXTERNE \*\***

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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

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**Account Number** [REDACTED] **Automatic Payment Apr 15** **\$902.60**

**UDAY A YADAV** **Domestic**  
**Service address** **Service from Jan 14 to Mar 12, 2026**  
[REDACTED]

| Meter number | Rate code | No. of days | New meter read | Last meter read | Multiplier | kWh used |
|--------------|-----------|-------------|----------------|-----------------|------------|----------|
| 2101426      | 02B       | 57          | 41887.81       | 38905.23        | 1          | 2983     |

**Your meter was read on Mar 12, 2026**  
**Billing date Mar 16** Includes payments received by Mar 16

**Amount owing from last bill** **651.46**  
Payment received Feb 17 - Thank you **-358.76**  
**Balance owing after last payment** **\$292.70**

**Energy charges:**  
Base Charge \$19.17/month **38.34**  
Energy 2983 kWh x \$0.18187 **542.52**  
**Total energy charges** **580.86**

**Other charges**  
Tax: HST (11931 4938 RT) **81.32**  
Provincial Rebate **-52.28**  
**Total other charges** **29.04**

**Total amount due** **\$902.60**  
**Amount due Apr 15, 2026** **\$902.60**

PaySmart Plan : Automatic Payment. Please do not pay.  
**IMPORTANT:** We are not applying late fees or penalties on outstanding balances. Learn more [nspower.ca/billing](http://nspower.ca/billing)

Billing process  
update:  
[nspower.ca/billing](http://nspower.ca/billing)

Your average cost of  
electricity during this  
period was \$10.19  
per day before taxes.

**Past electric use:**

| Bill date | Energy used | No. of days | kWh per day |
|-----------|-------------|-------------|-------------|
| Mar 26    | 2983        | 57          | 52.3        |
| Jan 26    | 1642        | 61          | 26.9        |
| Nov 25    | 2347        | 128         | 18.3        |
| Sep 25    | 1560        | 68          | 22.9        |
| Jul 25    | 1705        | 119         | 14.3        |
| May 25    | 1392        | 63          | 22.1        |
| Mar 25    | 3115        | 57          | 54.6        |

[@board@novascotia.ca](mailto:@board@novascotia.ca) please look into this as this is not been resolved for a long time. I can't afford such huge bills because of the inefficiency of NS Power.

Just letting NS power know, that I won't be able to pay the extra amount. Now this repetitive, miscalculated bill is causing stress and mental harassment to my family and me. Please look into the matter and do the needful.

Uday Yadav  
[REDACTED]

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

Thank you Mr. Farmer and Teri both of you.

Regards

Uday Yadav  
[REDACTED]

From: [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com) <[nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)>  
Sent: Monday, February 2, 2026 3:28 PM  
To: [REDACTED]  
Cc: [customerrelations@nspower.ca](mailto:customerrelations@nspower.ca) <[customerrelations@nspower.ca](mailto: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](mailto: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](mailto:nspdisputeresolution@gmail.com)  
**Cc:** [customerrelations@nspower.ca](mailto: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 \$209, 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

Uday Yadav  
[REDACTED]

---

**From:** [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com) <[nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)>  
**Sent:** Saturday, January 31, 2026 11:36 AM  
**To:** [REDACTED]  
**Cc:** [customerrelations@nspower.ca](mailto:customerrelations@nspower.ca) <[customerrelations@nspower.ca](mailto: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](mailto: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 the NSEB.**

Don Farmer, P.Eng.

Dispute Resolution Officer

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**From:** Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>  
**Sent:** January 30, 2026 11:59 AM  
**To:** [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)  
**Cc:** [REDACTED] Customer Relations <[customerrelations@nspower.ca](mailto: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

**\*\*Exercise Caution - This is an external email from: uday\_emerson@outlook.com**  
Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.\*\*

Hi Mr. Farmer and Teri

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

| Due Date^ v                           | Account Number | Service Address | Billed Amount | Current Balance |
|---------------------------------------|----------------|-----------------|---------------|-----------------|
| <input type="checkbox"/> Feb 17, 2026 | [REDACTED]     | [REDACTED]      | \$651.46      | 651.46 >        |

|                                                          |            |                                     |                |                 |            |          |
|----------------------------------------------------------|------------|-------------------------------------|----------------|-----------------|------------|----------|
| Account Number                                           | [REDACTED] | Automatic Payment Feb 17            | \$651.46       |                 |            |          |
| UDAY A YADAV                                             |            | Domestic                            |                |                 |            |          |
| Service address                                          |            | Service from Nov 14 to Jan 14, 2026 |                |                 |            |          |
| [REDACTED]                                               |            |                                     |                |                 |            |          |
| Meter number                                             | Rate code  | No. of days                         | New meter read | Last meter read | Multiplier | kWh used |
| 2101426                                                  | 02B        | 61                                  | 38905.23       | 37263.00        | 1          | 1642     |
| Your meter was read on Jan 14, 2026                      |            |                                     |                |                 |            |          |
| Billing date Jan 16 Includes payments received by Jan 16 |            |                                     |                |                 |            |          |
| Amount owing from last bill                              |            |                                     |                | 497.67          |            |          |
| Payment received Dec 15 - Thank you                      |            |                                     |                | -205.00         |            |          |
| Balance owing after last payment                         |            |                                     |                | \$292.67        |            |          |
| Energy charges:                                          |            |                                     |                |                 |            |          |
| Base Charge \$19.17/month                                |            |                                     |                | 29.54           |            |          |
| Base Charge \$19.17/month                                |            |                                     |                | 8.80            |            |          |
| Energy @ \$0.18561/kWh                                   |            |                                     |                | 234.80          |            |          |
| Energy @ \$0.18187/kWh                                   |            |                                     |                | 68.56           |            |          |
| Total energy charges                                     |            |                                     |                | 341.70          |            |          |
| Other charges                                            |            |                                     |                |                 |            |          |
| Tax: HST (11931 4938 RT)                                 |            |                                     |                | 47.84           |            |          |
| Provincial Rebate                                        |            |                                     |                | -30.75          |            |          |
| Total other charges                                      |            |                                     |                | 17.09           |            |          |
| Total amount due                                         |            |                                     |                | \$651.46        |            |          |
| Amount due Feb 17, 2026                                  |            |                                     |                | \$651.46        |            |          |

PaySmart Plan : Automatic Payment. Please do not pay.

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

Regards

Uday Yadav

---

**From:** [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com) <[nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)>  
**Sent:** Thursday, January 29, 2026 2:21 PM  
**To:** [REDACTED] <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)> <[customerrelations@nspower.ca](mailto: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](mailto: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

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**From:** Uday Yadav [REDACTED]  
**Sent:** January 29, 2026 11:38 AM  
**To:** [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)  
**Cc:** [customerrelations@nspower.ca](mailto: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.

UDAY A YADAV  
Service address

Domestic  
Service from Nov 14 to Jan 14, 2026

| Meter number | Rate code | No. of days | New meter read | Last meter read | Multiplier | kWh used |
|--------------|-----------|-------------|----------------|-----------------|------------|----------|
| 2101426      | 02B       | 61          | 38905.23       | 37263.00        | 1          | 1642     |

Your meter was read on Jan 14, 2026

Billing date Jan 16 Includes payments received by Jan 16

|                                         |         |                 |
|-----------------------------------------|---------|-----------------|
| Amount owing from last bill             | 497.67  |                 |
| Payment received Dec 15 - Thank you     | -205.00 |                 |
| <b>Balance owing after last payment</b> |         | <b>\$292.67</b> |

**Energy charges:**

|                             |        |               |
|-----------------------------|--------|---------------|
| Base Charge \$19.17/month   | 29.54  |               |
| Base Charge \$19.17/month   | 8.80   |               |
| Energy @ \$0.18561/kWh      | 234.80 |               |
| Energy @ \$0.18187/kWh      | 68.56  |               |
| <b>Total energy charges</b> |        | <b>341.70</b> |

**Other charges**

|                            |        |              |
|----------------------------|--------|--------------|
| Tax: HST (11931 4938 RT)   | 47.84  |              |
| Provincial Rebate          | -30.75 |              |
| <b>Total other charges</b> |        | <b>17.09</b> |

**Total amount due** **\$651.46**

**Amount due Feb 17, 2026** **\$651.46**

PaySmart Plan : Automatic Payment. Please do not pay.

IMPORTANT: We are not applying late fees or penalties on outstanding balances. Learn more [nspower.ca/billing](https://nspower.ca/billing)

In December my invoice was 497.67

UDAY A YADAV  
Service address

Domestic  
Service from Jul 09 to Nov 14, 2025

| Meter number | Rate code | No. of days | New meter read | Last meter read | Multiplier | kWh used |
|--------------|-----------|-------------|----------------|-----------------|------------|----------|
| 2101426      | 02B       | 128         | 37263.00       | 33356.00        | 1          | 3907     |
| 2101426      | 02B       | 68          | 34916.00       | 33356.00        | 1          | 1560-    |

Your bill was estimated for this period

Billing date Nov 14 Includes payments received by Nov 14

|                                         |        |               |
|-----------------------------------------|--------|---------------|
| Amount owing from last bill             | 32.74  |               |
| Payment received Oct 14 - Thank you     | -32.74 |               |
| <b>Balance owing after last payment</b> |        | <b>\$ .00</b> |

**Energy charges:**

|                             |         |               |
|-----------------------------|---------|---------------|
| Base Charge \$19.17/month   | 76.68   |               |
| Energy 3907 kWh x \$0.18561 | 725.18  |               |
| Energy 1560 kWh             | -327.89 |               |
| <b>Total energy charges</b> |         | <b>473.97</b> |

**Other charges**

|                            |        |              |
|----------------------------|--------|--------------|
| Tax: HST (11931 4938 RT)   | 66.36  |              |
| Provincial Rebate          | -42.66 |              |
| <b>Total other charges</b> |        | <b>23.70</b> |

**Total amount due** **\$497.67**

**Amount due Dec 15, 2025** **\$497.67**

PaySmart Plan : Automatic Payment. Please do not pay.

Interest on overdue amounts is calculated at 1.5 % per month or part thereof (19.56%) per annum).

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.

Regards

Uday Yadav

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**From:** [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com) <[nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)>

**Sent:** Thursday, January 29, 2026 10:55 AM

**To:** [REDACTED]

**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](mailto: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

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**From:** Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>

**Sent:** January 28, 2026 1:58 PM

**To:** [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)

**Cc:** [REDACTED] Customer Relations <[customerrelations@nspower.ca](mailto: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 account [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

| Meter number | Rate code | No. of days | New meter read | Last meter read | Multiplier | kWh used |
|--------------|-----------|-------------|----------------|-----------------|------------|----------|
| 2101426      | 02B       | 63          | 31651.13       | 30259.13        | 1          | 1392     |

**Your bill was estimated for this period**

|                             |               |               |
|-----------------------------|---------------|---------------|
| <b>Energy charges:</b>      |               |               |
| Base Charge \$19.17/month   | 38.34         |               |
| Energy 1392 kWh x \$0.18561 | <u>258.37</u> |               |
| <b>Total energy charges</b> |               | <b>296.71</b> |

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.

March 12 to July 9, 2025

| Meter number | Rate code | No. of days | New meter read | Last meter read | Multiplier | kWh used        |
|--------------|-----------|-------------|----------------|-----------------|------------|-----------------|
| 2101426      | 02B       | 119         | 33356.00       | 30259.13        | 1          | 3097            |
| 2101426      | 02B       | 63          | 31651.13       | 30259.13        | 1          | <del>1392</del> |

**Your meter was read on Jul 09, 2025**

|                             |                |               |
|-----------------------------|----------------|---------------|
| <b>Energy charges:</b>      |                |               |
| Base Charge \$19.17/month   | 76.68          |               |
| Energy 3097 kWh x \$0.18561 | 574.83         |               |
| Energy 1392 kWh             | <u>-296.71</u> |               |
| <b>Total energy charges</b> |                | <b>354.80</b> |

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.

July 9 to Sept 15, 2025

| Meter number | Rate code | No. of days | New meter read | Last meter read | Multiplier | kWh used |
|--------------|-----------|-------------|----------------|-----------------|------------|----------|
| 2101426      | 02B       | 68          | 34916.00       | 33356.00        | 1          | 1560     |

**Your bill was estimated for this period**

|                             |               |               |
|-----------------------------|---------------|---------------|
| <b>Energy charges:</b>      |               |               |
| Base Charge \$19.17/month   | 38.34         |               |
| Energy 1560 kWh x \$0.18561 | <u>289.55</u> |               |
| <b>Total energy charges</b> |               | <b>327.89</b> |

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.

July 9 to Nov 14, 2025

| Meter number | Rate code | No. of days | New meter read | Last meter read | Multiplier | kWh used        |
|--------------|-----------|-------------|----------------|-----------------|------------|-----------------|
| 2101426      | 02B       | 128         | 37263.00       | 33356.00        | 1          | 3907            |
| 2101426      | 02B       | 68          | 34916.00       | 33356.00        | 1          | <del>1560</del> |

**Your bill was estimated for this period**

|                             |                |               |
|-----------------------------|----------------|---------------|
| <b>Energy charges:</b>      |                |               |
| Base Charge \$19.17/month   | 76.68          |               |
| Energy 3907 kWh x \$0.18561 | 725.18         |               |
| Energy 1560 kWh             | <u>-327.89</u> |               |
| <b>Total energy charges</b> |                | <b>473.97</b> |

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

| Meter number | Rate code | No. of days | New meter read | Last meter read | Multiplier | kWh used |
|--------------|-----------|-------------|----------------|-----------------|------------|----------|
| 2101426      | 02B       | 61          | 38905.23       | 37263.00        | 1          | 1642     |

**Your meter was read on Jan 14, 2026**

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](mailto:nspdisputeresolution@gmail.com)  
**Cc:** Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>  
**Subject:** Re: 27 Jan email to the DRO from Uday Yadav re Previously Paid Amount is charged again in new Bill

**\*\*Exercise Caution - This is an external email from: [uday\\_emerson@outlook.com](mailto:uday_emerson@outlook.com). Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.\*\***

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

Uday Yadav  
[REDACTED]

---

**From:** [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com) <[nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)>  
**Sent:** Tuesday, January 27, 2026 2:58 PM  
**To:** [REDACTED] <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)> <[customerrelations@nspower.ca](mailto: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](mailto: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

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**From:** Uday Yadav [REDACTED]  
**Sent:** January 27, 2026 2:08 PM  
**To:** [nspdisputeresolution@gmail.com](mailto: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.

Uday Yadav  
[REDACTED]

---

**From:** Uday Yadav [REDACTED]  
**Sent:** Tuesday, November 18, 2025 4:52 PM  
**To:** [home@nspower.ca](mailto:home@nspower.ca) <[home@nspower.ca](mailto:home@nspower.ca)>; Identification <[id@nspower.ca](mailto:id@nspower.ca)>  
**Cc:** [Board@novascotia.ca](mailto:Board@novascotia.ca) <[Board@novascotia.ca](mailto: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 paid duration, as the frequent high bills are quite concerning.

Regards

Uday Yadav  
[REDACTED]

---

**From:** Uday Yadav [REDACTED]  
**Sent:** Tuesday, November 18, 2025 3:52 PM  
**To:** [home@nspower.ca](mailto:home@nspower.ca) <[home@nspower.ca](mailto:home@nspower.ca)>; Identification <[id@nspower.ca](mailto:id@nspower.ca)>  
**Cc:** [Board@novascotia.ca](mailto:Board@novascotia.ca) <[Board@novascotia.ca](mailto: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:

Account Number [REDACTED]
Automatic Payment Dec 15
\$497.67

**UDAY A YADAV**  
**Service address**  
[REDACTED]

**Domestic**  
**Service from Jul 09 to Nov 14, 2025**

| Meter number | Rate code | No. of days | New meter read | Last meter read | Multiplier | kWh used |
|--------------|-----------|-------------|----------------|-----------------|------------|----------|
| 2101426      | 02B       | 128         | 37263.00       | 33356.00        | 1          | 3907     |
| 2101426      | 02B       | 68          | 34916.00       | 33356.00        | 1          | 1560-    |

**Your bill was estimated for this period**  
**Billing date Nov 14** Includes payments received by Nov 14

**Amount owing from last bill**

**Payment received Oct 14 - Thank you**

**Balance owing after last payment**

32.74

-32.74

**\$ .00**

**Energy charges:**

Base Charge \$19.17/month

Energy 3907 kWh x \$0.18561

Energy 1560 kWh

**Total energy charges**

76.68

725.18

-327.89

**473.97**

**Other charges**

Tax: HST (11931 4938 RT)

Provincial Rebate

**Total other charges**

66.36

-42.66

**23.70**

**Total amount due**

**\$497.67**

**Amount due Dec 15, 2025**

**\$497.67**

Billing process  
update:  
nspower.ca/billing

Your average cost of  
electricity during this  
period was \$3.70  
per day before taxes.

**Past electric use:**

| Bill date | Energy used | No. of days | kWh per day |
|-----------|-------------|-------------|-------------|
| Nov 25    | 2347        | 128         | 18.33       |
| Sep 25    | 1960        | 68          | 28.82       |
| Jul 25    | 1705        | 119         | 14.33       |
| May 25    | 1392        | 63          | 22.10       |
| Mar 25    | 3115        | 57          | 54.65       |
| Jan 25    | 2633        | 62          | 42.47       |
| Nov 24    | 1334        | 62          | 21.52       |



PO Box 910 •  
Halifax, Nova

**Statement of Account / Customer / Premises**

Customer UDAY A YADAV

Service address [REDACTED]

|            |     |          |          |
|------------|-----|----------|----------|
| 2026-03-16 | CHG | \$609.90 | \$902.60 |
| 2026-02-17 | PAY | 358.76CR | \$292.70 |
| 2026-01-16 | CHG | \$358.79 | \$651.46 |
| 2025-12-15 | PAY | 205.00CR | \$292.67 |
| 2025-11-14 | CHG | \$497.67 | \$497.67 |
| 2025-10-14 | PAY | 32.74CR  | \$0.00   |
| 2025-09-15 | CHG | \$344.29 | \$32.74  |
| 2025-08-20 | PAY | 657.38CR | 311.55CR |
| 2025-07-18 | PAY | 311.55CR | \$345.83 |
| 2025-07-16 | CHG | \$345.83 | \$657.38 |
| 2025-05-14 | CHG | \$311.55 | \$311.55 |
| 2025-04-15 | PAY | 638.23CR | \$0.00   |
| 2025-03-14 | CHG | \$638.23 | \$638.23 |
| 2025-02-18 | PAY | 532.13CR | \$0.00   |
| 2025-01-16 | CHG | \$532.13 | \$532.13 |

Account Usage Info. kWh/kVa \* - CIS1310 - \*\*\* NOVA SCOTIA POWER INC. \*\*\*

File Edit Functions Go Path Help

Path  Account #  Name YADAV, UDAY A

Usage Info | Usage Hist Comp | Usage Hist Comp

Premises #  Bill Date

Meter #  Utility  Display Billed Usage ☒ Yes ☐ No

| Bill Date  | Utl | Meter # | Read Date  | U/R | Reading  | Actual Usage |
|------------|-----|---------|------------|-----|----------|--------------|
| 2026/03/16 | E   | 2101426 | 2026/03/12 | R   | 41887.81 | 2983.00      |
| 2026/01/16 | E   | 2101426 | 2026/01/14 | R   | 38905.23 | 1642.00      |
| 2025/11/14 | E   | 2101426 | 2025/11/14 | U   | 37263.00 | 3907.00      |
| 2025/11/14 | E   | 2101426 | 2025/09/15 | U   | 34916.00 | 1560.00      |
| 2025/09/15 | E   | 2101426 |            | U   | .00      | 1560.00      |
| 2025/07/16 | E   | 2101426 | 2025/07/09 | R   | 33356.00 | 3097.00      |
| 2025/07/16 | E   | 2101426 | 2025/05/14 | U   | 31651.13 | 1392.00      |
| 2025/05/14 | E   | 2101426 |            | U   | .00      | 1392.00      |
| 2025/03/14 | E   | 2101426 | 2025/03/12 | R   | 30259.13 | 3115.00      |
| 2025/01/16 | E   | 2101426 | 2025/01/14 | R   | 27144.31 | 2633.00      |
| 2024/11/15 | E   | 2101426 | 2024/11/13 | R   | 24511.25 | 1334.00      |
| 2024/09/16 | E   | 2101426 | 2024/09/12 | R   | 23177.41 | 1058.00      |

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