



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260327001

Submitted on: Friday, March 27 2026 at 11:53:25 AM (ADT)

Contact Information

Name on account: Katie Seesahai

Account number: [REDACTED]

Business contact:

Account address: Address 1: [REDACTED]
Address 2:
City: [REDACTED]
Province: [REDACTED]
Postal code: [REDACTED]
Country: Canada

Email Address: [REDACTED]

Mailing address: Address 1:
Address 2:
City:
Province:
Postal code:
Country:

Telephone number: [REDACTED]

Alternate phone number:

Complaint Information

DRO made decision on: March 21 2026

Type of complaint: Billing Issues

Additional details: I am writing to formally appeal the decision made by the Dispute Resolution Officer regarding my Nova Scotia Power account, in which my billing was deemed accurate. I respectfully submit that this conclusion does not align with the clear and significant discrepancies in my electricity usage and associated charges, and I am requesting both a further review and reimbursement for overbilling. For context, my total billed electricity costs for 2024 were \$3,792. In 2025, my bills—comprised of both estimated and actual readings—rose sharply to \$5,607. This represents an increase of over 45%, despite there being no changes in our household's electricity usage, occupancy, or behaviour during that time. On the contrary, we have actively worked to reduce our energy consumption. We engaged Efficiency Nova Scotia to improve our home's efficiency. Our home is equipped with heat pumps, and we have recently completed major upgrades including new windows, doors, roofing, and insulation. These improvements should reasonably result in decreased consumption, not a dramatic increase. The concerning trend has continued into 2026, with our electricity bills already exceeding \$2,400 within the first three months of the year, again with no change in usage patterns.

This level of consumption is not plausible given our circumstances and strongly suggests a systemic issue. I have attached the previous two years bills to show the difference. Given the magnitude and persistence of these discrepancies, I believe there may be an error in how my meter is being read, how usage is being estimated, or how billing is being calculated. I do not accept that these charges accurately reflect my household's actual electricity consumption.

Accordingly, I am requesting the following: A comprehensive and independent review of my account, including all meter readings (estimated and actual) and billing calculations A formal meter inspection and accuracy test A detailed explanation reconciling the significant increase in charges despite unchanged usage and improved efficiency Full reimbursement or account credit for any amounts determined to have been billed in error, including those resulting from inaccurate estimates or faulty readings Given the financial impact this has had on my household, I expect that any identified overbilling will be corrected promptly and refunded in full.

I also request that this matter be treated with urgency and that I be provided with a clear timeline for investigation and resolution. If this issue cannot be satisfactorily resolved, I am prepared to pursue further escalation to ensure a fair outcome. Thank you for your attention to this matter. I look forward to your prompt response. Sincerely, Katie Seesahai

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

**Supporting
documents uploaded:**

- IMG_7885.png
- IMG_7886.png
- IMG_7944.png

secure6.i-doxs.net

Welcome, KATIE

 Messages | Show Additional Options 

Dashboard

Your Bills

Auto Pay

Online Services



☐ Due Date* 	Account Number	Billed Amount
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☐ Nov 25, 2024		\$622.07
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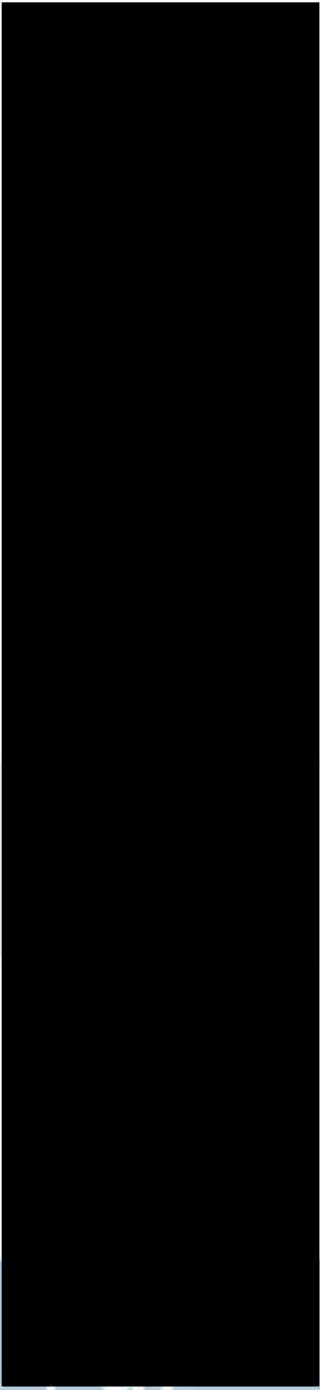
☐ Sep 25, 2024		\$726.16
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☐ Jul 24, 2024		\$483.91
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☐ May 24, 2024		\$611.21
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☐ Mar 25, 2024		\$741.32
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☐ Jan 22, 2024		\$609.21
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You have no payment cards in your wallet. To make a payment you need to add one. Click [Here](#) to add.

To pay multiple bills at the same time, select the bills you want on the left and press Pay button.

Pay

You have no payment cards in your wallet. To make a payment you need to add one. Click [Here](#) to add.

To pay multiple bills at the same time, select the bills you want on the left and press Pay button.

6 Messages

12 Mar email to the...

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.

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]

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; Telephone - [902-424-1332](tel:902-424-1332), Toll Free in NS: [1-833-809-0040](tel:1-833-809-0040); Fax - [902-424-3919](tel:902-424-3919)
Don Farmer, P.Eng.

Dispute Resolution Officer

