

From: Briar Lee Mitchell [REDACTED]

Sent: March 24, 2026 3:36 PM

To: Energy and Regulatory Boards Tribunal <Board@novascotia.ca>;
nspdisputeresolution@gmail.com

Subject: I need to dispute this fraudulent decision from nova scotia power

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

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I bought my house in Port Dufferin last year, and moved in March 5th. I PAID every single power bill I got, on the day I received them. After living in the house for one year... I found out that Nova Scotia Power LIED to me on my bills... they were just making numbers up.

After a year of paying bills of various amounts, none over one thousand dollars, I got hit with a MASSIVE bill of \$5400.00. What HAPPENED?

Well... the incompetent people at the power company, even though they were aware it was a new account, refused to come read the meter at my house and made up bills based on the "previous history" of the house I bought. The house would be closed up over winter, however, I stayed here through the full year. The house was mostly empty with the previous owner... and these incompetents NEVER BOTHERED TO COME DO THEIR JOB AND ACTUALLY READ THE METER SINCE I WAS THE NEW OWNER AND LIVING IN THE HOUSE FULL TIME!!

They never once apologized for NOT doing their apparently USELESS jobs... because what I know about the employees of Nova Scotia Power at this point, is that... they are LIARS, never to be trusted and they treat customers like trash. WTG Nova Scotia Power... you horrible, incompetent people should be ASHAMED for what you did to me... but, you communicated very clearly that you don't care about anyone, you happily lie to customers and I am SO DISGUSTED by the clueless and cruel way I was treated. There certainly are nasty people who like to lie and make their errors appear to be those of the customer.

Something is very wrong here... and I am outraged and SICKENED by how the people at Nova Scotia Power treated me and the STUPIDITY with which they made up my bill.

I live alone and will turn 70 this May. You people, with this abortion of a bill, that you sent to a single, retired person, seemed to think it was a good idea to do. I am disgusted. I truly hope someone puts you through a HELL like this.

The people at Nova Scotia Power should be ashamed for how they treated me, how they lied to me... I guess they thought this was funny... I am disgusted.

Briar Lee Mitchell, EdD



www.briarmitchell.com

"It takes nothing away from a human to be kind to an animal." – Joaquin Phoenix

From: Briar Lee Mitchell <[REDACTED]>
Sent: March 25, 2026 11:00 AM
To: Customer Relations <customerrelations@nspower.ca>; Energy and Regulatory Boards Tribunal <Board@novascotia.ca>
Cc: nspdisputeresolution@gmail.com
Subject: Re: DRO Final Written Dispute re Briar Lee Mitchell payment dispute

You don't often get email from [REDACTED]. [Learn why this is important](#)

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I will never stop disputing this... what Nova Scotia Power did to me was disgusting. They made a really STUPID mistake... and refuse to apologize for what they did to me.

I guess treating a retiree who will turn 70 in June like this is POLICY for Nova Scotia Power. Since moving to my new home by the sea... where I want to live peacefully... enjoying nature, I am now fully aware that Nova Scotia Power treats their customers like SHIT, especially people living in retirement like myself. I would guess they find it hilarious to hurt customers as much as possible... because that has been my ONLY experience with these revolting people.

And when they got caught having made their STUPID choice of GUESSING what my bills should be and sending fictitious amounts for me to pay... their response was to do all they could to make it MY FAULT.

So... Nova Scotia Power can never be trusted. Their policies are to LIE and hurt customers.

WTG Nova Scotia Power... you are just a revolting, heartless, FILTHY company of liars and abusers.



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260325001

Submitted on: Wednesday, March 25 2026 at 03:05:06 PM (ADT)

Contact Information

Name on account: Briar Mitchell

Account number: [REDACTED]

Business contact:

Account address:

Address 1:	[REDACTED]
Address 2:	
City:	Port Dufferin
Province:	NS
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: 03/24/2026

Type of complaint: Billing Issues

Additional details: I was never given correct bills to pay. These people made the numbers up and they were much lower than what I should have been billed. When I looked at the usage chart, I saw that they were pulling numbers from before I even moved in to create these fictional numbers showing previous usage, examples from when the house was EMPTY! I moved in March 5, 2025. After that stupidity, I was sent a MASSIVE bill. Just insane! They accused me of using all of that power, in just 60 days. WHAT WAS HAPPENING HERE!? When you look at the graph I provided, you can see what I was billed based on lies... NSP lied to me... they just made these bills up. I live alone, am retired and will turn 70 in June. NSP did not care that their negligence would drop such a massive bill on me. It was UPSETTING... a SHOCK... something someone living in retirement should not receive. NSP didn't care.

How do they want the complaint resolved?

1) An apology 2) A guarantee that I will only be billed based on the meter and they not make numbers up again

Supporting documents uploaded:

• Screenshot 2026-03-25 143048.jpg