

**From:** Briar Lee Mitchell [REDACTED]  
**Sent:** Tuesday, March 17, 2026 3:08 PM  
**To:** [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)  
**Subject:** I am NOT paying thousands of dollars to you... this is INSANE

Got a call from someone at your company today who told me I owed over FIVE THOUSAND DOLLARS!!!

Are you out of your mind?

Briar Lee Mitchell, EdD



[www.briarmitchell.com](http://www.briarmitchell.com)

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

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On Tue, Mar 17, 2026 at 5:06 PM <[nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)> wrote:

**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)**

Briar Lee Mitchell

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.

I only become involved in billing matters related to N.S.Power after you have not been able to resolve a matter through normal N.S.Power Customer Relations channels. It appears to me that you have not yet exhausted those normal channels.

I suggest you call N.S.Power at 1-800-428-6230 to discuss the matter.

If after you have exhausted normal Customer Relations channels, you are not able to reach a mutually satisfactory conclusion, you may wish to file a dispute with me – if you wish to do so, (a) Please contact N.S. Power by telephone at 1-800-428-6230 and give them your consent, to release your account information, to me, and (b) Advise me by email that you have done so, as well as provide the details of your dispute at that time.

Don Farmer, P.Eng.

Dispute Resolution Officer

**From:** Briar Lee Mitchell <[REDACTED]>  
**Sent:** Tuesday, March 17, 2026 8:20 PM  
**To:** [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)  
**Cc:** [customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)  
**Subject:** Re: 17 March email to te DRO from Briar Lee Mitchell re I am NOT paying thousands of dollars to you... this is INSANE

I did call that 800 number. Someone checked my account and said I did not own anything.

I want to know what is going on.

How can I owe \$6000 to NSPower for just 1 month of service?

WHAT IS GOING ON??????????

On Thu, Mar 19, 2026 at 1:41 PM <[nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)> wrote:

**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)**

Briar Lee Mitchell; N.S.Power Customer Relations

Briar

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 contact you by email seeking consent after 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:** Briar Lee Mitchell <[REDACTED]>  
**Sent:** Thursday, March 19, 2026 2:24 PM  
**To:** [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)  
**Cc:** [customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)  
**Subject:** Re: DRO 18 Mar open dispute re Briar Lee Mitchell payment

why do you continue to send me this USELESS email. WHY?

NO... I am not paying Nova Scotia power \$6000. Are you actually out of your mind?

On Thu, Mar 19, 2026 at 4:25 PM <[nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)> wrote:

**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)**

Briar Lee Mitchell

I can not access your Account information unless you give N.S.Power consent to allow me to do so.

Don Farmer,  
P.Eng.

Dispute Resolution Officer

From: Briar Lee Mitchell [REDACTED]  
Sent: March 19, 2026 4:27 PM  
To: [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)  
Cc: Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>  
Subject: Re: DRO 19 Mar re Briar Lee Mitchell payment dispute

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

so, what do you need? Trust me... I have already emailed my attorney... ARE YOU ACTUALLY KIDDING ME WITH THAT FILTHY BILL?



**From:** Briar Lee Mitchell [REDACTED]  
**Sent:** March 21, 2026 12:38 PM  
**To:** Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>  
**Cc:** [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)  
**Subject:** Re: DRO 19 Mar re Briar Lee Mitchell payment dispute

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

WHEN are you going to fix this NIGHTMARE you people created for me?

**From:** Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>  
**Sent:** March 23, 2026 8:34 AM  
**To:** [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)  
**Cc:** [REDACTED]; Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>  
**Subject:** RE: DRO 19 Mar re Briar Lee Mitchell payment dispute

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.

Most of our meters are now reconnected to our billing system and as a result, more customer bills are showing actual electricity usage. Once the meter is read, either remotely or in-person, the customer's bill is reconciled automatically to reflect actual usage.

NS Power confirms that the customer's meter reads for June, August, October, and December were estimated. Estimated bills are based on an average of the previous energy used at the property during a similar time of year. Any differences between estimated and

actual usage will be addressed and accurately reflected in a future bill. The February 2026 meter read was a true read and the bill was the reconciliation bill.

It is NS Power's position that the customer has been billed appropriately. We are here to help. If the customer requires a payment plan on the balance, our Customer Care team is available at 1-800-428-6230. They can offer flexible, interest free payment plans.

Teri