



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260328001

Submitted on: Saturday, March 28 2026 at 02:49:25 PM (ADT)

Contact Information

Name on account: Celine Franz

Account number: *****

Business contact:

Account address: Address 1: *****
Address 2: *****
City: *****
Province: *****
Postal code: *****
Country: *****

Email Address: *****

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

Telephone number: *****

Alternate phone number: *****

Complaint Information

DRO made decision on: 26.03.2026

Type of complaint: Billing Issues

Additional details: Subject: Appeal Against DRO Decision - Billing December 2025 - January 2026, Account #2[REDACTED] Dear Sir/Madam, I hereby submit a timely appeal against the Final Written Decision of Mr. Don Farmer, Dispute Resolution Officer (DRO), regarding my account [REDACTED].

Background I disputed my February 2026 bill for 7109 kWh / \$1403.04, because the electricity consumption for December 2025 - January 2026 showed a significant and unexplained increase compared to the same period in the previous year, despite no change in my usage behavior. It is important to note that my December 2024 - January 2025 bill, issued in February 2025, was accurate and without issues, occurring before the cyberattack on Nova Scotia Power in March 2025, which compromised customer accounts and billing systems. Therefore, it is reasonable to conclude that the excessive consumption reflected in my December 2025 - January 2026 bill is likely a direct result of system errors caused by the cyberattack.

Detailed Consumption Comparison December 2025 - January 2026: 7109 kWh / 59 days → 120.5 kWh/day
December 2024 - January 2025: 4402 kWh / 63 days → 69.

9 kWh/day This represents an increase of approximately 73% in daily consumption, which is excessive and unexplained. This clearly demonstrates that the issue cannot be dismissed as a minor discrepancy or explained by annual consumption totals.

Reasons for Appeal

1. Period-Specific Review: The DRO decision considers only annual consumption and ignores the critical period of December 2025 - January 2026.
2. Systematic Overbilling After Cyberattack: Many customers experienced significantly inflated bills after the March 2025 cyberattack, indicating a systemic problem affecting billing accuracy.
3. Estimated vs. Actual Meter Readings: While the February 2026 bill was based on an actual reading, NS Power does not adequately explain why this period shows a sharp increase compared to historical data.
4. All Supporting Documents Already Submitted: All invoices and relevant documentation have been provided to the DRO and do not need to be resubmitted.

Demand (Clear and Firm) I request that the Nova Scotia Energy Board conduct a thorough and critical review of the December 2025 - January 2026 billing. Specifically, the review must focus exclusively on this period and directly compare it with the December 2024 - January 2025 billing. The review must consider: Actual meter readings only, excluding any NS Power-estimated values, Discrepancies between estimated and actual readings, particularly the unusually high consumption following the March 2025 cyberattack, Historical consumption for the same period to demonstrate the unexplained increase. I explicitly note that NS Power attempted in the DRO decision to obscure this discrepancy using total annual consumption. Such arguments are irrelevant to this appeal and must not be considered. The Board must enforce a clear, verifiable, and fair correction if any overbilling is confirmed. I appreciate your attention to this matter and request a prompt decision, as the billing discrepancy is substantial. Sincerely,

Celine Franz

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

I request a full and independent review of my December 2025 – January 2026 billing. Specifically, I ask that Nova Scotia Power be required to adjust the bill to reflect a reasonable and historically consistent level of consumption based on the same period in the previous year (December 2024 – January 2025). The recorded consumption represents an increase of approximately 73% in daily usage, which is excessive and remains unexplained. Nova Scotia Power should be required to provide clear, verifiable, and detailed evidence to justify this discrepancy. If such justification cannot be provided, I request that the charges be corrected to a fair and accurate level consistent with historical usage.

**Supporting
documents uploaded:**

- document-0.pdf
- Celine Franz Meter Reads.pdf
- Celine Franz Ledger.pdf
- GMX - DRO Schriftliche Endentscheidung im Streitfall Celine Franz (Kontrollnummer [REDACTED]).pdf