



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260408002

Submitted on: Wednesday, April 08 2026 at 12:42:10 PM (ADT)

Contact Information

Name on account: Miguel

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: 2 April 2026

Type of complaint: Billing Issues

Additional details: 1. Provide details of complaint I am appealing the Final Written Decision of the Nova Scotia Power Dispute Resolution Officer regarding account [REDACTED] for service at [REDACTED]. My complaint is not simply that I received a high bill. My complaint is that the level of electricity consumption ultimately attributed to my property has not been adequately explained in practical or technical terms, despite the actual heating setup and use of the home. Nova Scotia Power's position, accepted by the DRO, is that my August, October, and December 2025 bills were estimated, that the February 2026 bill was based on an actual meter reading, and that any prior estimation error was fully reconciled in the later bill. The DRO concluded that Nova Scotia Power appropriately billed me under Board-approved Regulation 5.1 and that my total July 2025 to February 2026 usage is accurate. I dispute that conclusion because the billed consumption does not appear consistent with the actual conditions at the property. The home is approximately 925 square feet of living space. The main level is heated by a heat pump.

We do not use electric baseboards as our main source of heat. There is no heat pump heating the basement, and there is no electric heater installed or running in the basement at all. The upstairs is only lightly heated, generally around 18 to 19 degrees for sleeping. In those circumstances, the amount of energy attributed to the property appears unusually high and has not been meaningfully explained beyond the general statement that estimated billing was later reconciled. My concern is that the reconciliation explanation answers only how estimated and actual readings are processed in theory, but it does not adequately address whether the underlying meter data, usage allocation, and resulting billed consumption have been sufficiently validated in this specific case. I asked for a clearer explanation of what type of electrical load would reasonably be required to produce this level of usage, and I remain concerned that the billed amount may reflect an unresolved issue such as inaccurate estimation, inaccurate meter data, abnormal consumption, or another unidentified source of electrical use. I am therefore asking the Board to review whether Nova Scotia Power properly applied the Board-approved regulations in this matter and whether the billing result relied on sufficiently reliable and adequately explained meter and consumption data. The DRO decision states that I may appeal this decision to the Nova Scotia Energy Board.

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

I want my complaint resolved by having the Board review the DRO decision and determine whether Nova Scotia Power properly applied the Board-approved regulations to my account and billing. Specifically, I am seeking: a review of whether the meter readings, estimated billing reconciliation, and final billed consumption were properly relied on in my case a clear explanation of the exact consumption attributed to each billing period and how the reconciliation amount was calculated a determination of whether the billed consumption is adequately supported based on the actual meter data and account history direction on whether further verification of the meter or billing data is warranted if the usage remains inconsistent with the actual heating setup and use of the property any correction, adjustment, or other relief the Board considers appropriate if it finds that the billing or reconciliation was not properly supported I am also requesting that the disputed amount remain subject to a payment arrangement without penalties while this appeal is being reviewed. If you want, I can also turn this into a shorter complaint-form version in case the form has a character limit.

**Supporting
documents uploaded:**

• DRO Final.pdf