

April 23, 2026

**PARTIALLY CONFIDENTIAL**

Lisa Wallace  
Chief Clerk of the Board  
Nova Scotia Energy Board  
1601 Lower Water Street, 3rd Floor  
Halifax, NS B3J 3S3

**Re: M12777 – DRO Appeal – Miguel Adam**

Dear Ms. Wallace:

On April 2, 2026 Miguel Adam contacted the Nova Scotia Energy Board (NSEB, Board) to appeal a decision of the Dispute Resolution Officer (DRO) regarding his March 2026 reconciliation bill.

In the Nova Scotia Energy Board's (Board, NSEB) letter dated April 9, 2026, the Board directed as follows:

By copy of this letter, the Board directs Nova Scotia Power Inc. (NS Power, the Company) to file a response with the Board to the enclosed appeal on or before **2:00 PM on Thursday, April 23, 2026**, and to provide a copy of the complete file reviewed by the DRO in reaching its decision, including any supporting information and comments NS Power wishes the Board to consider. NS Power must also prove a copy of their response to [Miguel Adam].

Mr. Adam is appealing a decision by the Dispute Resolution Officer (DRO) dated April 1, 2026. The complete DRO file as provided by the DRO pertaining to this decision is included as **Confidential Attachment 1**. Attached as **Confidential Attachment 2** are the relevant customer account and communication notes from NS Power's CIS database. Attached as **Confidential Attachment 3** are copies of Mr. Adam's NS Power bills.

Please accept the following summary of activities and communications pertaining to the April 1, 2026 DRO decision being appealed by Mr. Adam:

- March 25, 2026 – Mr. Adam contacted the DRO at 4:48 pm to formally dispute

his March 19, 2026 reconciliation bill in the amount of \$1477.73. Mr. Adam contacted the DRO by forwarding his email correspondence to NS Power dated March 25, 2026 at 4:46 pm. This is referenced on **page 4** of 20 in the DRO file attached as **Confidential Attachment 1**.

- March 26, 2026 – The DRO responded to Mr. Adam advising him to attempt to resolve the matter through normal customer relations channels at NS Power. This is referenced on **page 3** of 20 in **Confidential Attachment 1**.
- March 26, 2026 – Mr. Adam contacted NS Power regarding his March 2026 bill. He was advised that his current bill is based on a true meter read and it is a catch-up (reconciliation) bill for the previous estimated bills. Mr. Adam sent in photographs of his meter reading, but as the February read was a true read, the account was not adjusted. This is referenced on **pages 1-3** of 3 in **Confidential Attachment 2**.
- March 30, 2026 – Mr. Adam contacted the DRO again to pursue his dispute. This is referenced on **pages 6-11** of 20 in **Confidential Attachment 1**.
- March 30, 2026 – The DRO responded to Mr. Adam and NS Power. He summarized his role and asked NS Power to provide its position in the matter as well as relevant account documentation. This is referenced on **pages 1-2** of 2 in the DRO file attached as **Confidential Attachment 1**.
- March 30, 2026 – Mr. Adam confirmed he had given his verbal consent to release his account information to the DRO. This is referenced on **page 2** of 20 in the DRO file attached as **Confidential Attachment 1**. NS Power advised that Mr. Adam had not given his consent, and asked him to do so by way of a response to the email. The DRO file does not contain a copy of Mr. Adam's written consent, but the response email from NS Power confirms that the DRO had been granted access to Mr. Adam's account. This is referenced on **page 14** of 20 in **Confidential Attachment 1**.
- April 1, 2026 – NS Power provided its position to DRO, stating the following:

Meter connections to our billing system have been restored to normal operation, and customer billing is returning to normal.

NS Power confirms that the customer's meter reads for August, October and December were estimated. 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.

The rate code indicates this is an electrically heated property and appears that the customer may have been underestimated on

the December bill, making the reconciliation bill higher.

The peak billed 2-month winter usage at the subject premises was 3265 kWh. This occurred during the mid December 2023 to mid February 2024 billing period.

We are not applying late charges or penalties on any outstanding balances, and we will communicate with customers before reintroducing any late fees on unpaid amounts.

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.

NS Power attached the account ledger and meter reads for the subject account (██████████). This is referenced on **page 14** of 20 in the DRO file attached as **Confidential Attachment 1**.

- For context, Mr. Adam opened his account at the end of May 2025, and his July bill was his initial bill. A summary of Mr. Adam's account activity is set out below. Estimated meter reads are highlighted in green.

|               | July 2025      | August 2025     | October 2025    | November 2025         | February 2026      |
|---------------|----------------|-----------------|-----------------|-----------------------|--------------------|
| kWh           | 238            | 544             | 524             | 2022<br>1068-         | 7490               |
| Base          | \$10.86        | \$38.34         | \$38.34         | \$115.02              | \$10.40<br>\$27.94 |
| Energy        | \$44.18        | \$100.97        | \$97.26         | \$375.30<br>-\$274.91 | 376.97<br>\$992.83 |
| HST/Other     | \$15.30        | \$6.96          | \$6.78          | \$10.77               | \$70.41            |
| Payments      |                | (\$70.34)       | (\$146.27)      | (\$142.38)            | (\$227.00)         |
| Total Charges | <b>\$70.34</b> | <b>\$146.27</b> | <b>\$142.38</b> | <b>\$226.18</b>       | <b>\$1477.73</b>   |

In November there was an updated (estimated) meter read of 2022 kWh, and Mr. Adam was credited with 1068 kWh (plus four months of base (customer) charges at \$19.17) which had been estimated on his bills in August and October.

The following is a manual reconciliation of the charges based on Mr. Adam's consumption from July 2025 to February 2026. The last meter read on the account (as shown on Mr. Adam's initial bill) was 37464.61. The February 2026

true meter read was 47215.10. Mr. Adam's actual consumption between July 2025 and February 2026 was therefore 9750.49 kWh.

Based on the information in his invoices, there were 48 days in the 2026 billing period (31 days in January plus the 18 days in February), and 215 days in the 2025 billing period. Mr. Adam's February 2026 bill shows that he was charged \$992.83 for energy at the 2026 rate (\$0.18187). This represents 5459 kWh at that rate ( $\$992.83 \div 0.18187 = 5459$ ). Taking Mr. Adam's total consumption of 9750.49 kWh from July 2025 to February 2026, this results in 4291.49 kWh consumed in 2025 and charged at the rate of \$0.18561, for a total of \$796.54.

The base (customer) charge is \$19.17 per month, so there were 8 months of charges from August to February (\$153.36) plus the pro-rated amount of \$10.86 for the 17-day billing period in July 2025 ( $(17 \div 30) \times \$19.17 = \$10.86$ ). The total of the base charges and energy charges from July 2025 to February 2026 is \$1953.59. The addition of 14% HST less the provincial rebate amounts to \$110.13. The total charges for Mr. Adams amount to \$2063.81. From this it is necessary to deduct the payments which Mr. Adams made on his account in July (\$70.34), September (\$146.27), November (\$142.38), and January (\$227.00). This leaves a balance of \$1477.73, which is the amount appearing on Mr. Adam's February 2026 invoice.

| Description                                                 | Details                          | Amount           |
|-------------------------------------------------------------|----------------------------------|------------------|
| February 12, 2026 True Read                                 | 47215.10                         |                  |
| July 11, 2025 True Read                                     | 37464.61                         |                  |
| Total kWh Consumed                                          | 9750.49 kWh                      |                  |
| Energy Charge in 2025<br>(215 days)                         | 4291.49 @ .18561                 | \$796.54         |
| Energy Charge in 2026<br>(48 days)                          | 5459 @ .18187                    | \$992.83         |
| Customer Charge<br>August 2025 – February 2026<br>July 2025 | 8 @ 19.17<br>1 @ 10.86 (17 days) | \$164.22         |
| <b>Subtotal</b>                                             |                                  | \$1953.59        |
| HST less Rebate                                             | HST 14%                          | \$110.13         |
| <b>Total</b>                                                |                                  | <b>\$2063.81</b> |
| Less Payment July 25                                        |                                  | (\$70.34)        |
| Less Payment September 3                                    |                                  | (\$146.27)       |
| Less Payment November 13                                    |                                  | (\$142.38)       |
| Less Payment January 16                                     |                                  | (\$227.00)       |
| <b>Balance Owing</b>                                        |                                  | <b>\$1477.73</b> |

- April 1, 2026 – The DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

Specific bills can be other than expected if they are based on estimated - as opposed to actual - meter readings. Once an actual meter reading is obtained, following an estimated reading for billing purposes, any estimation error is fully reconciled in following bills, that are based on actual readings, as a result of the cumulative, and self-reconciling nature, of the meter reading process. The self-reconciling process is more fully explained in the immediately following paragraph.

...

Once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled. Your estimated usage over the Oct and Dec 2025 periods was clearly lower than actual usage.

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 is referenced on **pages 18-19** of 20 in the DRO file attached as **Confidential Attachment 1**.

- April 2, 2026 – Mr. Adam appealed the DRO's decision with the NSEB.

NS Power understands the concern about receiving a large reconciliation bill after several months of estimated bills, and apologizes for the distress this has caused Mr. Adam. There are flexible, interest-free options available for retiring the balance, and NS Power encourages Mr. Adam to contact the Customer Care Centre to work to find a solution.

NS Power agrees with the DRO's decision that Mr. Adam was billed appropriately.

Please consider the enclosed information confidential due to the personal nature of the information that has been provided. NS Power has forwarded a copy of this correspondence to Mr. Adam by e-mail.

Yours truly,



Jennifer Ross  
Director, Regulatory Planning & Compliance

Encl.

c. Miguel Adam [REDACTED]

MIGUEL ADAM

nspdisputeresolution@gmail.com

**From:** nspdisputeresolution@gmail.com  
**Sent:** Monday, March 30, 2026 12:19 PM  
**To:** [REDACTED] customerrelations@nspower.ca  
**Subject:** DRO 30 Mar re Miguel Adam billing dispute – Account [REDACTED]

**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)

Miguel Adam; N.S.Power Customer Relations

Miguel

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.

me.

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.

Your dispute is in part a "consumption dispute". A fundamental point I must make in such disputes is that N.S.Power's responsibility is to deliver power to the metering point. They have no role or responsibility with respect to how that energy is consumed on the premise. On-premise usage is a function of lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors well beyond N.S.Power's ability to address or control

(outside temperatures, faulty wiring, ground faults, theft of power). Meter accuracy thus becomes the "acid test" in determining if appropriate usage is being billed. The test to confirm meter accuracy is an "as found" meter accuracy test, performed by N.S.Power in their Measurement Canada accredited meter shop, followed by a meter test by Measurement Canada if the Customer wishes to have an independent meter test performed

Specific bills can be other than expected if they are based on estimated – as opposed to actual – meter readings. As part of my investigation of this matter, I will determine if estimated meter readings are a factor in your dispute. Once an actual meter reading is obtained, following an estimated reading for billing purposes, any estimation error is fully reconciled in following bills, that are based on actual readings, as a result of the cumulative, and self-reconciling nature, of the meter reading process. The self-reconciling process is more fully explained in the immediately following paragraph.

The "Cumulative Nature" of power meters is similar to the odometer in a car. They are not reset to zero after a reading is taken from them. The meter (when brand new) starts at, and displays, the number zero and that number increases as energy - measured in kilowatt-hours (kWh) - is delivered through it. It stops registering energy usage when no power is being delivered and resumes when power starts to be delivered again. When power starts again the meter does not return to zero but adds to the previous number indication. The displayed number increases proportional to the rate at which energy (kWh) is being delivered. It performs much like the odometer in a car which accumulates miles in proportion to how far one drives and at what speed, as well as how often, one starts and stops. If an error is made in reading a meter on one occasion, it will not affect the number displayed on a subsequent reading. If for example a reading of 1000 is reported as 100, the next time a reading is taken it will still be something in excess of 1000 – so if a Customer was billed for 100 Kwh when it should have been 1000, the Customer gets a short term "break" on being billed for 900 Kwh that were actually consumed, however if the next reading taken is 1500, that Customer will be billed for 1400 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.

#### N.S.Power

Please provide me with N.S.Power's position in the matter as well as copies of relevant account statements, meter reading information, and relevant computerized notes or notices.

Don Farmer, P.Eng.  
Dispute Resolution Officer

**From:** Miguel Adam [REDACTED]  
**Sent:** Monday, March 30, 2026 10:38 AM  
**To:** nspdisputeresolution@gmail.com  
**Cc:** Jecyka Arseneault <jecyka@outlook.fr>  
**Subject:** Re: 25 Mar email to the DRO from Miguel Adam Formal billing dispute – Account [REDACTED]

I have contacted nspower and gave my consent, they put me on hold for 30 min and hung up on me but my consent was given verbally to them

Le jeu. 26 mars 2026, 09 h 25, <nspdisputeresolution@gmail.com> a écrit :

**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***

**Miguel Adam**

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

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**From:** Miguel Adam <[REDACTED]>  
**Sent:** Wednesday, March 25, 2026 4:48 PM  
**To:** [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)  
**Subject:** Fwd: Formal billing dispute – Account 12541173

----- Forwarded message -----

**From:** Miguel Adam <[REDACTED]>  
**Date:** Wed, Mar 25, 2026 at 4:46 PM  
**Subject:** Formal billing dispute – Account 12541173  
**To:** [home@nspower.ca](mailto:home@nspower.ca) <[home@nspower.ca](mailto:home@nspower.ca)>  
**Cc:** Jecyka Arseneault <[REDACTED]>

To Nova Scotia Power,

I am formally disputing the amount charged on my bill dated March 19, 2026, showing a total amount due of \$1,477.73 for account [REDACTED]

My previous inquiries were not answered, and I need this account reviewed immediately.

My concern is that previous bills appear to have been estimated, and I need a full explanation of how this March bill was calculated. Please provide:

- the actual meter readings used
- the dates covered by each reading
- the periods that were estimated
- the amount of any adjustment or true-up applied
- confirmation whether my account is currently flagged as a billing dispute

I also request written confirmation that no interest, late fees, or collection action will be applied while this billing dispute is under review.

I have meter photos available from March 9, 2026 and can provide them if required.

Please respond in writing as soon as possible.

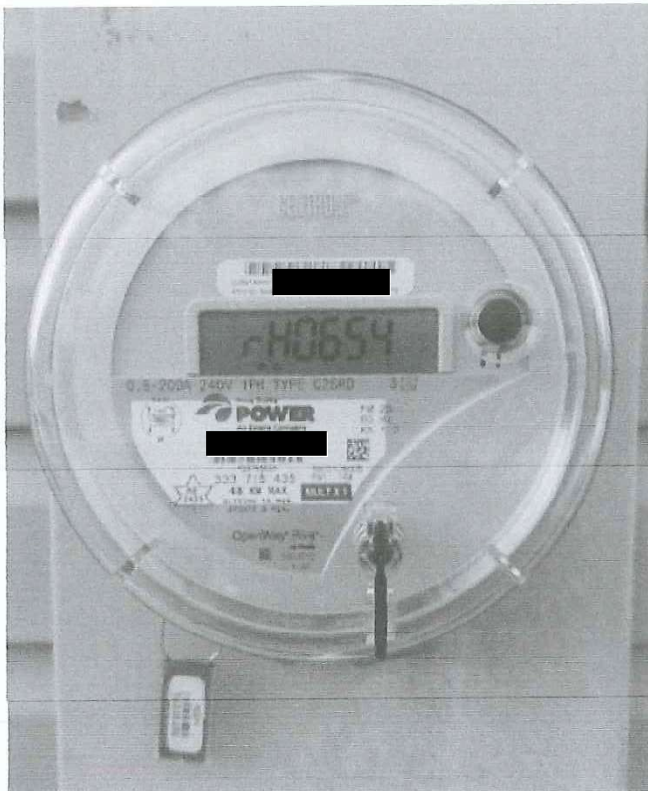
Sincerely,

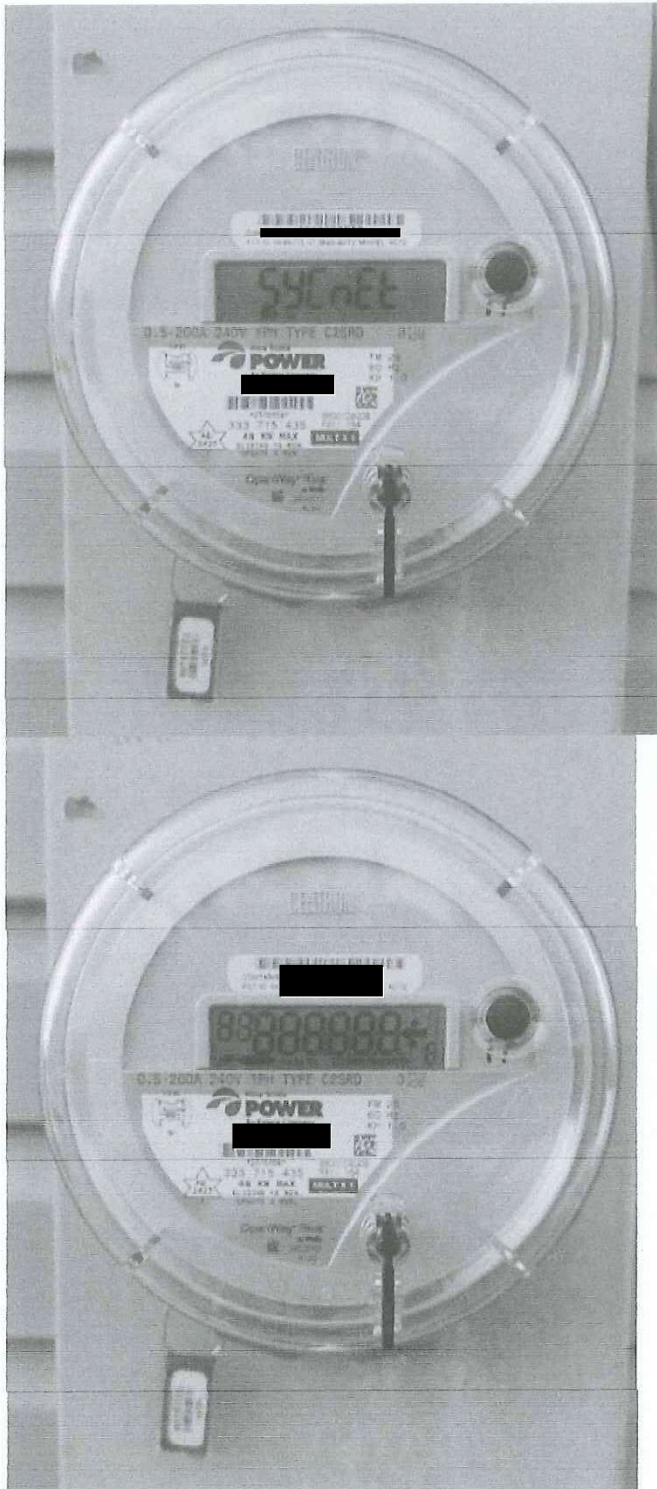
Miguel Adam

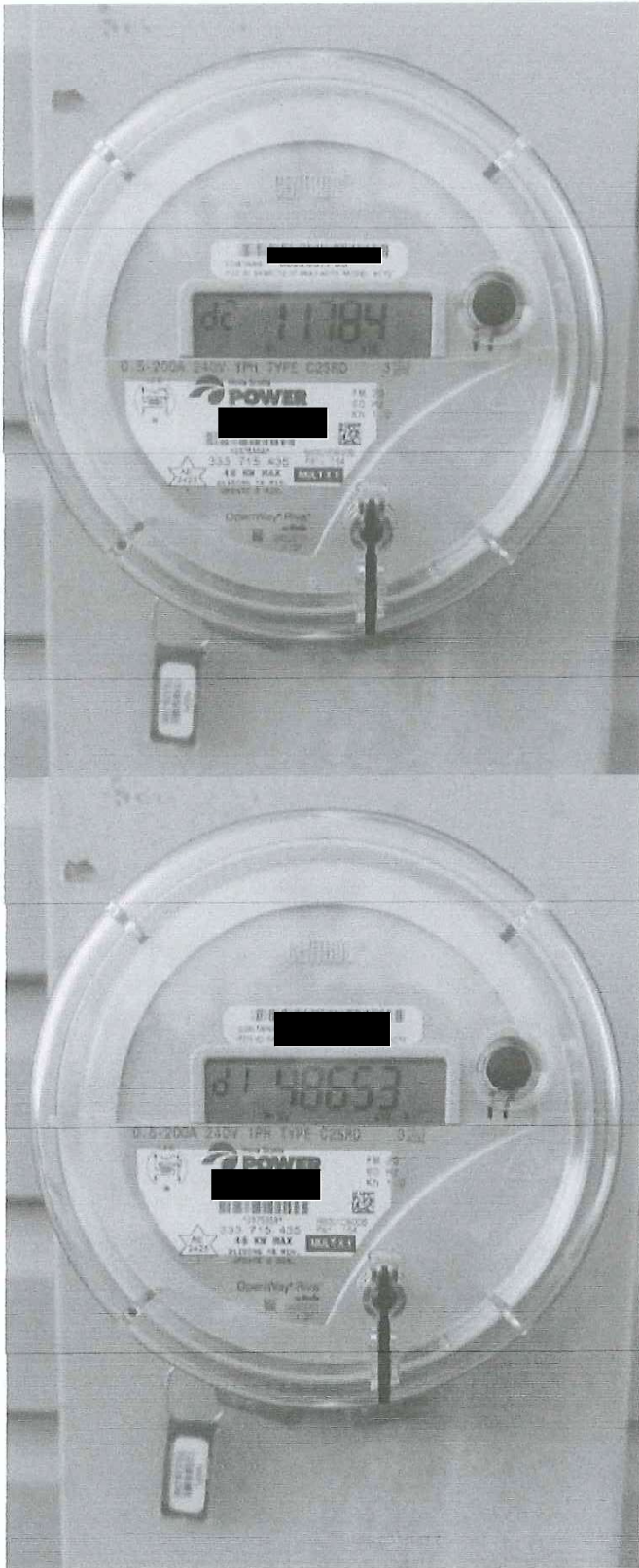
[nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)

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**From:** Miguel Adam [REDACTED]  
**Sent:** Monday, March 30, 2026 5:31 PM  
**To:** [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)  
**Cc:** [customerrelations@nspower.ca](mailto:customerrelations@nspower.ca); Jecyka Arseneault  
**Subject:** Re: DRO 30 Mar re Miguel Adam billing dispute – Account [REDACTED]







dl



**POWER**  
New Bedford Electric  
PO Box 540, New Bedford, MA 01903  
Any questions? Please call us at 1-800-435-6230  
www.nbelectric.com

Account Number: 105417-3 Amount due Jan 14 \$226.18  
Billing period: 12/15/2018 - 1/14/2019  
Customer: ADAM [REDACTED]  
Service from Jan 15 to Dec 14, 2018

| Account  | DOB        | SSN         | First Name | Last Name  | Address    | City       | State | Zip   |
|----------|------------|-------------|------------|------------|------------|------------|-------|-------|
| 105417-3 | 01/15/1988 | 123-45-6789 | ADAM       | [REDACTED] | [REDACTED] | [REDACTED] | MA    | 01903 |

Your bill was estimated for this period  
Billing date Dec 14, 2018. Minimum payment required by Dec 14.

Amount owing from last bill: \$226.18  
Payment received Nov 13 - Thank you!  
Balance owing after last payment: \$0.00

**Energy charges:**  
Basic Charge \$12.00/month  
Energy 2023 kWh @ \$0.10000/kWh: \$202.30  
Energy 1000 kWh: \$100.00  
Total energy charges: \$302.30

**Other charges:**  
Tax: 10% (\$30.23) = \$30.23  
Provisional Refund: \$10.11  
Total other charges: \$20.12

**Total amount due: \$226.18**  
Amount due Jan 14, 2019: \$226.18

Interest on overdue amounts is calculated at 1.5% per month  
or paid interest 14.99% per annum.

Sign the bottom for your records. Please use separate lines for each signature.

**POWER**  
New Bedford Electric  
PO Box 540, New Bedford, MA 01903  
Any questions? Please call us at 1-800-435-6230  
www.nbelectric.com

Account Number: 105417-3 Amount due Jan 14 \$0.00  
Billing period: 12/15/2018 - 1/14/2019  
Customer: ADAM [REDACTED]  
Service from Jan 15 to Dec 14, 2018

Your bill was estimated for this period  
Billing date Dec 14, 2018. Minimum payment required by Dec 14.

Amount owing from last bill: \$0.00  
Payment received Nov 13 - Thank you!  
Balance owing after last payment: \$0.00

**Energy charges:**  
Basic Charge \$12.00/month  
Energy 2023 kWh @ \$0.10000/kWh: \$202.30  
Energy 1000 kWh: \$100.00  
Total energy charges: \$302.30

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Amount due Jan 14, 2019: \$226.18

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Sign the bottom for your records. Please use separate lines for each signature.

**POWER**  
New Bedford Electric  
PO Box 540, New Bedford, MA 01903  
Any questions? Please call us at 1-800-435-6230  
www.nbelectric.com

Account Number: 105417-3 Amount due Mar 19 \$1,477.73  
Billing period: 12/15/2018 - 1/14/2019  
Customer: ADAM [REDACTED]  
Service from Dec 15 to Feb 14, 2019

Your bill was paid on Feb 12, 2019  
Billing date Feb 12, 2019. Minimum payment required by Feb 12.

Amount owing from last bill: \$226.18  
Payment received Jan 15 - Thank you!  
Balance owing after last payment: \$0.00

**Energy charges:**  
Basic Charge \$12.00/month  
Energy 2023 kWh @ \$0.10000/kWh: \$202.30  
Energy 1000 kWh: \$100.00  
Total energy charges: \$302.30

**Other charges:**  
Tax: 10% (\$30.23) = \$30.23  
Provisional Refund: \$10.11  
Total other charges: \$20.12

**Total amount due: \$1,477.73**  
Amount due Mar 19, 2019: \$1,477.73

Interest on overdue amounts is calculated at 1.5% per month  
or paid interest 14.99% per annum.

Sign the bottom for your records. Please use separate lines for each signature.

**POWER**  
New Bedford Electric  
PO Box 540, New Bedford, MA 01903  
Any questions? Please call us at 1-800-435-6230  
www.nbelectric.com

Account Number: 105417-3 Amount due Mar 19 \$1,477.73  
Billing period: 12/15/2018 - 1/14/2019  
Customer: ADAM [REDACTED]  
Service from Dec 15 to Feb 14, 2019

Your bill was paid on Feb 12, 2019  
Billing date Feb 12, 2019. Minimum payment required by Feb 12.

Amount owing from last bill: \$226.18  
Payment received Jan 15 - Thank you!  
Balance owing after last payment: \$0.00

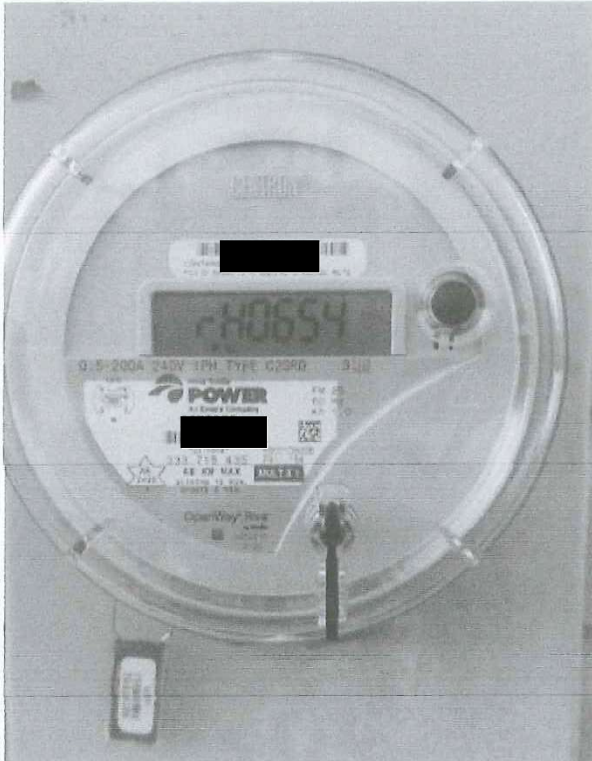
**Energy charges:**  
Basic Charge \$12.00/month  
Energy 2023 kWh @ \$0.10000/kWh: \$202.30  
Energy 1000 kWh: \$100.00  
Total energy charges: \$302.30

**Other charges:**  
Tax: 10% (\$30.23) = \$30.23  
Provisional Refund: \$10.11  
Total other charges: \$20.12

**Total amount due: \$1,477.73**  
Amount due Mar 19, 2019: \$1,477.73

Interest on overdue amounts is calculated at 1.5% per month  
or paid interest 14.99% per annum.

Sign the bottom for your records. Please use separate lines for each signature.



Re: Formal billing dispute – Account [REDACTED]

Dear Mr. Farmer,

Thank you for your email and for explaining your role in this dispute process.

*Carol*

I confirm that I have already contacted Nova Scotia Power by telephone and provided verbal consent for them to release my account information to you. I also understand that Nova Scotia Power must be copied on future correspondence, and I will do so.

My dispute remains the following:

I am disputing the bill dated March 19, 2026, in the amount of \$1,477.73 for Account [REDACTED]

My main concern is that the billed consumption appears unusually high, and I need to determine whether this amount resulted from estimated readings, a delayed reconciliation, or another billing issue. I understand your point that Nova Scotia Power is responsible for delivery to the meter and not for on-premises usage; however, before I can assess that issue fairly, I need the underlying billing and meter information from Nova Scotia Power.

I would also like it noted that when I asked Nova Scotia Power what specifically caused or explained this unusually high energy usage, I was not given a clear explanation. I was advised that, following the cyberattack-related issues, they were unable to tell me the source of the increase. I find that concerning and unfair, particularly given the size of the bill now being disputed.

Accordingly, I request that Nova Scotia Power provide the following for my account:

1. All meter readings used for the recent bills, identifying which were actual and which were estimated
2. The dates covered by each reading and each billing period
3. Details of any adjustment, reconciliation, or "true-up" included in the March 19, 2026 bill
4. Copies of the relevant account statements
5. Meter reading history and any relevant computerized notes or notices on the account
6. Confirmation whether my account has been flagged as a billing dispute during this review
7. Any written explanation available as to why Nova Scotia Power could not identify the source of the unusually high billed usage when I previously inquired

I also have meter photos from March 9, 2026 available and can provide them for the record if needed.

In the meantime, I respectfully request written confirmation from Nova Scotia Power that no late fees, interest, collection activity, or negative action will be applied while this dispute is under review.

Thank you. I look forward to receiving Nova Scotia Power's position and the supporting account and meter information.

Sincerely,  
Miguel Adam

On Mon, Mar 30, 2026 at 12:18 PM <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***

Miguel Adam; N.S.Power Customer Relations

Miguel

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

*No Consent*

**nspdissputeresolution@gmail.com**

**From:** Customer Relations <customerrelations@nspower.ca>  
**Sent:** Tuesday, March 31, 2026 10:41 AM  
**To:** 'nspdissputeresolution@gmail.com'; [REDACTED]  
**Cc:** Customer Relations  
**Subject:** RE: DRO 30 Mar re Miguel Adam billing dispute – Account [REDACTED]

Mr. Farmer,

Access for the DRO has not been granted on the subject account.

Miguel, if you wish to provide consent to release your account information to the Dispute Resolution Officer (DRO), please reply to this email stating your permission.

Teri

**From:** nspdissputeresolution@gmail.com <nspdissputeresolution@gmail.com>  
**Sent:** March 30, 2026 12:19 PM  
**To:** [REDACTED] Customer Relations <customerrelations@nspower.ca>  
**Subject:** DRO 30 Mar re Miguel Adam billing dispute – Account [REDACTED]

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

**Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)**

**Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744**

**[nspdissputeresolution@gmail.com](mailto:nspdissputeresolution@gmail.com)**

Miguel Adam; N.S.Power Customer Relations

Miguel

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

nspdissputeresolution@gmail.com

**From:** Customer Relations <customerrelations@nspower.ca>  
**Sent:** Wednesday, April 1, 2026 10:39 AM  
**To:** nspdissputeresolution@gmail.com  
**Cc:** [REDACTED] Customer Relations  
**Subject:** RE: DRO 30 Mar re Miguel Adam billing dispute – Account [REDACTED]  
**Attachments:** Miguel Adam Ledger.pdf; Miguel Adam Meter Reads.pdf

Mr. Farmer,

Access for the DRO has been granted on subject account# [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.

Meter connections to our billing system have been restored to normal operation, and customer billing is returning to normal.

NS Power confirms that the customer's meter reads for August, October and December were estimated. 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.

The rate code indicates this is an electrically heated property and appears that the customer may have been underestimated on the December bill, making the reconciliation bill higher.

The peak billed 2-month winter usage at the subject premises was 3265 kWh. This occurred during the mid December 2023 to mid February 2024 billing period.

We are not applying late charges or penalties on any outstanding balances, and we will communicate with customers before reintroducing any late fees on unpaid amounts.

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

**From:** Miguel Adam <[REDACTED]>  
**Sent:** March 31, 2026 10:16 PM  
**To:** Customer Relations <customerrelations@nspower.ca>  
**Subject:** Re: DRO 30 Mar re Miguel Adam billing dispute – Account [REDACTED]

**\*\*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.\*\*



PO Box 910 •  
Halifax, Nova

# Statement of Account / Customer / Premises

Customer MIGUEL ADAM

Service address [REDACTED]

|            |     |            |            |
|------------|-----|------------|------------|
| 2026-02-17 | CHG | \$1,478.55 | \$1,477.73 |
| 2026-01-16 | PAY | 227.00CR   | .82CR      |
| 2025-12-15 | CHG | \$226.18   | \$226.18   |
| 2025-11-13 | PAY | 142.38CR   | \$0.00     |
| 2025-10-17 | CHG | \$142.38   | \$142.38   |
| 2025-09-03 | PAY | 146.27CR   | \$0.00     |
| 2025-08-18 | CHG | \$146.27   | \$146.27   |
| 2025-07-25 | PAY | 70.34CR    | \$0.00     |
| 2025-07-11 | CHG | \$70.34    | \$70.34    |

Account Usage Info. kWh/kVa \* - CIS1310 - \*\*\* NOVA SCOTIA POWER INC. \*\*\*

File Edit Functions Go Path Help

Path  Account #  Name ADAM, MIGUEL

Usage Info | Usage Hist Comp | Usage Hist Comp |

Premises #  616490  Bill Date  17

Meter #   Utility  E Display Billed Usage ☒ Yes ☐ No

| Bill Date  | Utl | Meter # | Read Date  | U/R   | Reading  | Actual Usage |
|------------|-----|---------|------------|-------|----------|--------------|
| 2025/02/17 | E   | 2375358 | 2025/02/12 | R Feb | 47215.10 | 7490.00      |
| 2025/12/15 | E   | 2375358 | 2025/12/15 | T Dec | 39724.61 | 2022.00      |
| 2025/12/15 | E   | 2375358 | 2025/10/17 | U Dec | 38770.61 | 1068.00-     |
| 2025/10/17 | E   | 2375358 |            | U-Oct | .00      | 524.00       |
| 2025/08/18 | E   | 2375358 |            | U-Nov | .00      | 544.00       |
| 2025/07/11 | E   | 2375358 | 2025/06/16 | R 7   | 37702.61 | 238.00       |

July (First bill of the connection)

Refresh Select

OK Cancel

MIGUEL ADAM



- Sewi at
- You indicate "My concern is that previous bill appears to have been extended, and I need a full explanation of how the March bill was calculated"

→ You submitted meter photos & copies of recent bill

- 19 March bill \$1,477.73
- To lastestally, heated prepared
- LSC Aug, Oct + Dec
- Acct July + Feb

- Paid <sup>history</sup> ~~amount~~ and was 3265Kwh
- ~~is Dec 2022~~ Dec 23 - Feb 2024
- DGR off report ~~amount~~

*Final Decision*

nspdisputeresolution@gmail.com

**From:** nspdisputeresolution@gmail.com  
**Sent:** Wednesday, April 1, 2026 3:13 PM  
**To:** [REDACTED]  
**Cc:** customerrelations@nspower.ca  
**Subject:** DRO Final Written Decision re Miguel Adam billing dispute – [REDACTED]  
**Attachments:** Miguel Adam Ledger.pdf; Miguel Adam Meter Reads.pdf; Regulation 5.1 Estimated Readings - Copy.pdf; Regulation 6.4 - Copy - Copy.pdf

**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**

Miguel Adam

After review and consideration of all of the following and attached, my Final Written Decision in the matter follows.

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.

Your Dispute in summary is: that you have service from N.S.Power at [REDACTED] Account # [REDACTED]; that your concern is that your power bills have been estimated and you "need a full explanation of how the March bill was calculated"; that your 17 Feb billed amount was \$1477.73 (ledger attached); that you submitted meter photos; that the premise is electrically heated; that historic peak consumption at the premise was 3265 Kwh over the Dec 2023 to Feb 2024 period; that your Aug, Oct, and Dec 2025 bills were based on estimated meter readings (reading record attached – "U" means unread); that your July 2025 and Feb 2026 bills were based on actual meter readings; that your 6 month total July to Feb usage is therefore accurate; and that once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled (see more detailed explanation below).

Board approved Regulations relevant to this matter are 5.1 and 6.4 – copy attached.

Specific bills can be other than expected if they are based on estimated – as opposed to actual – meter readings. Once an actual meter reading is obtained, following an estimated reading for billing purposes, any estimation error is fully reconciled in following bills, that are based on actual readings, as a result of the cumulative, and self-reconciling nature, of the meter reading process. The self-reconciling process is more fully explained in the immediately following paragraph.

The “Cumulative Nature” of power meters is similar to the odometer in a car. They are not reset to zero after a reading is taken from them. The meter (when brand new) starts at, and displays, the number zero and that number increases as energy - measured in kilowatt-hours (kWh) - is delivered through it. It stops registering energy usage when no power is being delivered and resumes when power starts to be delivered again. When power starts again the meter does not return to zero but adds to the previous number indication. The displayed number increases proportional to the rate at which energy (kWh) is being delivered. It performs much like the odometer in a car which accumulates miles in proportion to how far one drives and at what speed, as well as how often, one starts and stops. If an error is made in reading a meter on one occasion, it will not affect the number displayed on a subsequent reading. If for example a reading of 1000 is reported as 100, the next time a reading is taken it will still be something in excess of 1000 – so if a Customer was billed for 100 Kwh when it should have been 1000, the Customer gets a short term “break” on being billed for 900 Kwh that were actually consumed, however if the next reading taken is 1500, that Customer will be billed for 1400 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. Your estimated usage over the Oct and Dec 2025 periods was clearly lower than actual usage.

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](mailto:board@novascotia.ca) ; Telephone - 902-424-1332 , Toll Free in NS: 1-833-809-0040 ; Fax - 902-424-3919

N.S.Power has indicated that “ 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. “

Don Farmer,  
P.Eng.

Dispute Resolution Officer

---

**From:** Customer Relations <customerrelations@nspower.ca>  
**Sent:** Wednesday, April 1, 2026 10:39 AM  
**To:** nspdisputeresolution@gmail.com  
**Cc:** [REDACTED] Customer Relations <customerrelations@nspower.ca>  
**Subject:** RE: DRO 30 Mar re Miguel Adam billing dispute – [REDACTED]

Mr. Farmer,

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The peak billed 2-month winter usage at the subject premises was 3265 kWh. This occurred during the mid December 2023 to mid February 2024 billing period.

We are not applying late charges or penalties on any outstanding balances, and we will communicate with customers before reintroducing any late fees on unpaid amounts.

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

March 26, 2026

Utility Contacts by Account # (UCAC) - CIS3315 - \*\*\* NOVA SCOTIA POWER INC....

File Edit Functions Go Path Help

Path [ ] Account [ ] Name ADAM, MIGUEL

CC List/Acct # | CC Acct Info | CC Comment Hist | CC Comment Entr | CC Def/Response |

Contact Number [ ] Contact Type BINQ Billing Inquiry -

Print Date [17] Print Amount [ ]

Letter comment 1 [ ]

Letter comment 2 [ ]

Letter comment 3 [ ]

| Comment Lines                                                | Type |
|--------------------------------------------------------------|------|
| EML SENT NO ADJ ADJUSTMENT FROM METER PIC SENT IN, TRUE READ | C    |
| WAS DONE ON THE ACCT POSTED Feb 17th (D2 SCREEN) WITH TRUE   | C    |
| READ WE DO NOT REQUIRE A NEW PIC NEXT METER READ WILL BE IN  | C    |
| APRIL AP689 KIMD                                             | C    |
|                                                              |      |
|                                                              |      |
|                                                              |      |
|                                                              |      |
|                                                              |      |
|                                                              |      |

Investigate Fold/Unfold

OK Cancel

Utility Contacts by Account # (UCAC) - CIS3315 - \*\*\* NOVA SCOTIA POWER INC...

File Edit Functions Go Path Help

Path [ ] Account [ ] Name ADAM, MIGUEL

CC List/Acct # | CC Acct Info | CC Comment Hist | CC Comment Entr | CC Def/Response |

Contact Number [ ] Contact Type DRO Dispute Res Officer Contact

Print Date [17] Print Amount [ ]

Letter comment 1 [ ]

Letter comment 2 [ ]

Letter comment 3 [ ]

| Comment Lines                                                   | Type |
|-----------------------------------------------------------------|------|
| Mar 26-2026 Miguel went to the DRO regarding his high bill. The | C    |
| DRO first referred him to contact Cust Care to attempt to       | C    |
| resolve and if not able to reach a mutually satisfactory        | C    |
| conclusion, then to file a dispute with him. No DRO dispute at  | C    |
| this time. aj277 Teri                                           | C    |
|                                                                 |      |
|                                                                 |      |
|                                                                 |      |
|                                                                 |      |
|                                                                 |      |

Investigate Fold/Unfold

OK Cancel

Utility Contacts by Account # (UCAC) - CIS3315 - \*\*\* NOVA SCOTIA POWER INC...

File Edit Functions Go Path Help

Path [ ] Account [ ] Name ADAM, MIGUEL

CC List/Acct # | CC Acct Info | CC Comment Hist | CC Comment Entr | CC Def/Response |

Contact Number [ ] Contact Type BINQ Billing Inquiry -

Print Date [17] Print Amount [ ]

Letter comment 1 [ ]

Letter comment 2 [ ]

Letter comment 3 [ ]

| Comment Lines                                                    | Type |
|------------------------------------------------------------------|------|
| Mar 26/26 sw Miguel and adv curr bill is based on meter read and | C    |
| catch up to est bills.Aq366 Kajethan                             | C    |
|                                                                  |      |
|                                                                  |      |
|                                                                  |      |
|                                                                  |      |
|                                                                  |      |
|                                                                  |      |
|                                                                  |      |
|                                                                  |      |

Investigate Fold/Unfold

OK Cancel



**Nova Scotia Power Inc.**  
 PO Box 848, Halifax Nova Scotia B3J 2V7  
 Any questions? Please call us at 1-800-428-6230  
 Weekdays 8am-6pm  
[www.nspower.ca](http://www.nspower.ca)

1

Web Access #

*Cyber incident  
 update:  
 visit [nspower.ca](http://nspower.ca)*

Account Number [REDACTED] Amount due Aug 15 \$70.34

**MIGUEL ADAM**  
 Service address

**Domestic**  
 Service from May 30 to Jun 16, 2025

## Initial Bill

| Meter number | Rate code | No. of days | New meter read | Last meter read | Multiplier | kWh used |
|--------------|-----------|-------------|----------------|-----------------|------------|----------|
| 2375358      | 03B       | 17          | 37702.61       | 37464.61        | 1          | 238      |

Your bill was estimated for this period

Billing date Jul 11 Includes payments received by Jul 11

Amount owing from last bill .00  
 Balance owing after last payment \$ .00

## Energy charges:

Base Charge \$19.17/month 10.86  
 Energy 238 kWh x \$0.18561 44.18  
**Total energy charges 55.04**

## Other charges

Connect Remote 11.00  
 Tax: HST (11931 4938 RT) 9.25  
 Provincial Rebate -4.95  
**Total other charges 15.30**

**Total amount due \$70.34**

**Amount due Aug 15, 2025 \$70.34**

Interest on overdue amounts is calculated at 1.5 % per month  
 or part thereof (19.56%) per annum).

Your average cost of  
 electricity during this  
 period was \$3.24  
 per day before taxes.

## Past electric use:

| Bill date | Energy used | No. of days | kWh per day |
|-----------|-------------|-------------|-------------|
| Jul 25    | 238         | 17          | 14.0        |



**Nova Scotia Power Inc.**  
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[www.nspower.ca](http://www.nspower.ca)

Account Number [REDACTED] Amount due Aug 15 \$70.34

Enter payment amount

**For Electronic  
 Payments Only**



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 Any questions? Please call us at 1-800-428-6230  
 Weekdays 8am-6pm  
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Web Access #

*Billing process  
 update:  
[nspower.ca/billing](http://nspower.ca/billing)*

Account Number [REDACTED] Amount due Sep 17 **\$146.27**

**MIGUEL ADAM**  
 Service address

Domestic

| Meter number | Rate code | No. of days | New meter read | Last meter read | Multiplier | kWh used |
|--------------|-----------|-------------|----------------|-----------------|------------|----------|
| 2375358      | 03B       | 63          | 38246.61       | 37702.61        | 1          | 544      |

**Your bill was estimated for this period**

**Billing date Aug 18** Includes payments received by Aug 18

**Amount owing from last bill** 70.34  
 Payment received Jul 25 - Thank you -70.34  
**Balance owing after last payment** \$ .00

**Energy charges:**

Base Charge \$19.17/month 38.34  
 Energy 544 kWh x \$0.18561 100.97  
**Total energy charges** 139.31

**Other charges**

Tax: HST (11931 4938 RT) 19.50  
 Provincial Rebate -12.54  
**Total other charges** 6.96

**Total amount due** **\$146.27**

**Amount due Sep 17, 2025** **\$146.27**

Interest on overdue amounts is calculated at 1.5 % per month  
 or part thereof (19.56%) per annum).

**Your average cost of  
 electricity during this  
 period was \$2.21  
 per day before taxes.**

**Past electric use:**

| Bill date | Energy used | No. of days | kWh per day |
|-----------|-------------|-------------|-------------|
| Aug 25    | 544         | 63          | 8.6         |
| Jul 25    | 238         | 17          | 14.0        |



**Nova Scotia Power Inc.**  
 PO Box 848, Halifax Nova Scotia B3J 2V7  
[www.nspower.ca](http://www.nspower.ca)

Account Number [REDACTED] Amount due Sep 17 **\$146.27**

Enter payment amount

MIGUEL ADAM  
 [REDACTED]

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Web Access #

*Billing process  
 update:  
[nspower.ca/billing](http://nspower.ca/billing)*

Account Number [REDACTED] Amount due Nov 17 **\$142.38**

**MIGUEL ADAM**  
 Service address

Domestic

| Meter number | Rate code | No. of days | New meter read | Last meter read | Multiplier | kWh used |
|--------------|-----------|-------------|----------------|-----------------|------------|----------|
| 2375358      | 03B       | 60          | 38770.61       | 38246.61        | 1          | 524      |

**Your bill was estimated for this period**

**Billing date Oct 17** Includes payments received by Oct 17

**Amount owing from last bill** **146.27**  
 Payment received Sep 03 - Thank you -146.27  
**Balance owing after last payment** **\$ .00**

**Energy charges:**

Base Charge \$19.17/month 38.34  
 Energy 524 kWh x \$0.18561 97.26  
**Total energy charges** **135.60**

**Other charges**

Tax: HST (11931 4938 RT) 18.98  
 Provincial Rebate -12.20  
**Total other charges** **6.78**

**Total amount due** **\$142.38**

**Amount due Nov 17, 2025** **\$142.38**

Interest on overdue amounts is calculated at 1.5 % per month  
 or part thereof (19.56%) per annum).

**Your average cost of  
 electricity during this  
 period was \$2.26  
 per day before taxes.**

**Past electric use:**

| Bill date | Energy used | No. of days | kWh per day |
|-----------|-------------|-------------|-------------|
| Oct 25    | 524         | 60          | 8.7         |
| Aug 25    | 544         | 63          | 8.6         |
| Jul 25    | 238         | 17          | 14.0        |



**Nova Scotia Power Inc.**  
 PO Box 848, Halifax Nova Scotia B3J 2V7  
[www.nspower.ca](http://www.nspower.ca)

Account Number [REDACTED] Amount due Nov 17 **\$142.38**

Enter payment amount

MIGUEL ADAM  
 [REDACTED]

**For Electronic  
 Payments Only**



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1

Web Access #

Account Number [REDACTED] Amount due Jan 14 \$226.18

**MIGUEL ADAM**  
 Service address [REDACTED]

Domestic

| Meter number | Rate code | No. of days | New meter read | Last meter read | Multiplier | kWh used |
|--------------|-----------|-------------|----------------|-----------------|------------|----------|
| 2375358      | 03B       | 182         | 39724.61       | 37702.61        | 1          | 2022     |
| 2375358      | 03B       | 123         | 38770.61       | 37702.61        | 1          | 1068-    |

**Your bill was estimated for this period**

**Billing date Dec 15** Includes payments received by Dec 15

**Amount owing from last bill** 142.38  
 Payment received Nov 13 - Thank you -142.38  
**Balance owing after last payment** \$ .00

**Energy charges:**

Base Charge \$19.17/month 115.02  
 Energy 2022 kWh x \$0.18561 375.30  
 Energy 1068 kWh -274.91  
**Total energy charges** 215.41

**Other charges**

Tax: HST (11931 4938 RT) 30.16  
 Provincial Rebate -19.39  
**Total other charges** 10.77

**Total amount due** \$226.18

**Amount due Jan 14, 2026** \$226.18

Interest on overdue amounts is calculated at 1.5 % per month  
 or part thereof (19.56%) per annum).

*Billing process  
 update:  
[nspower.ca/billing](http://nspower.ca/billing)*

**Your average cost of  
 electricity during this  
 period was \$1.18  
 per day before taxes.**

**Past electric use:**

| Bill date | Energy used | No. of days | kWh per day |
|-----------|-------------|-------------|-------------|
| Dec 25    | 954         | 182         | 5.2         |
| Oct 25    | 524         | 60          | 8.7         |
| Aug 25    | 544         | 63          | 8.6         |
| Jul 25    | 238         | 17          | 14.0        |



**Nova Scotia Power Inc.**  
 PO Box 848, Halifax Nova Scotia B3J 2V7  
[www.nspower.ca](http://www.nspower.ca)

Account Number [REDACTED] Amount due Jan 14 \$226.18

Enter payment amount [REDACTED]

MIGUEL ADAM  
 [REDACTED]

**For Electronic  
 Payments Only**



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1

Web Access #

Account Number [REDACTED] Amount due Mar 19 \$1,477.73

**MIGUEL ADAM**  
 Service address

Domestic

| Meter number | Rate code | No. of days | New meter read | Last meter read | Multiplier | kWh used |
|--------------|-----------|-------------|----------------|-----------------|------------|----------|
| 2375358      | 03B       | 59          | 47215.10       | 39724.61        | 1          | 7490     |

Your meter was read on Feb 12, 2026

Billing date Feb 17 Includes payments received by Feb 17

Amount owing from last bill 226.18  
 Payment received Jan 16 - Thank you -227.00  
**Balance owing after last payment - \$ .82**

**Energy charges:**

Base Charge \$19.17/month 10.40  
 Base Charge \$19.17/month 27.94  
 Energy @ \$0.18561/kWh 376.97  
 Energy @ \$0.18187/kWh 992.83  
**Total energy charges 1,408.14**

**Other charges**

Tax: HST (11931 4938 RT) 197.14  
 Provincial Rebate -126.73  
**Total other charges 70.41**

**Total amount due \$1,477.73**

**Amount due Mar 19, 2026 \$1,477.73**

IMPORTANT: We are not applying late fees or penalties on outstanding balances. Learn more [nspower.ca/billing](http://nspower.ca/billing)

*Billing process update:*  
[nspower.ca/billing](http://nspower.ca/billing)

Your average cost of electricity during this period was \$23.87 per day before taxes.

**Past electric use:**

| Bill date | Energy used | No. of days | kWh per day |
|-----------|-------------|-------------|-------------|
| Feb 26    | 7490        | 59          | 126.9       |
| Dec 25    | 954         | 182         | 5.2         |
| Oct 25    | 524         | 60          | 8.7         |
| Aug 25    | 544         | 63          | 8.6         |
| Jul 25    | 238         | 17          | 14.0        |



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Account Number [REDACTED] Amount due Mar 19 \$1,477.73

Enter payment amount

MIGUEL ADAM

**For Electronic Payments Only**