



General Complaint - NS Power and municipal electric utilities

Reference Number: 260408001

Submitted on: Wednesday, April 08 2026 at 11:09:47 AM (ADT)

Contact Information

Name on account: Marilyn Ells

Account number: 0517931-2

Business contact:

Account address:

Address 1:	[REDACTED]
Address 2:	
City:	[REDACTED]
Province:	Nova Scotia
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

Type of complaint: Billing Issues

Additional details: Received an excessive power bill that was out of the ordinary for my power consumption history. Filed a complaint with NS Power. Appealed it with DRO, Mr. Farmer and still no satisfactory resolution.

Did they contact the utility? Yes

How did the utility respond?

How do they want the complaint resolved? I want NS power to bill me correctly. When reviewing 2 bills (bill ending Dec. 22 and bill ending Feb 19) my bill jumped from \$3.07 per day consumption on the Dec 22 bill to \$20.31 per day consumption on the Feb 19 bill, yet I used the same amount of power in my home for the entire period. This billing cannot be correct. Please correspond with my by telephone or mail to my home address as I do not have a computer or email.

Supporting documents uploaded: • powercomplaint.pdf

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