

April 1st / 2026

6.4 DISPUTED BILLING FOR ELECTRIC SERVICE

- (1) Where a customer advises the Company that all or a portion of his bill or any matter relating to the provision of electric service is in dispute, the Company shall:
 - (a) record the date, time and place where the complaint is made;
 - (b) promptly investigate the matter in dispute;
 - (c) upon completion of the investigation, advise the customer of the results thereof; and
 - (d) attempt to resolve the matter in an informal manner.
- (2) In the event that a customer disputes a portion of a billing, then the customer shall pay or make satisfactory arrangements to pay the amount of arrears which is not in dispute, to the Company, within five days of the date upon which the customer advises the Company of the dispute or the due date, whichever is later. Failure of the customer to pay or make satisfactory arrangements to pay to the Company the amount of arrears which is not in dispute, as set out above, shall constitute a waiver of the customer's rights to dispute the matter, and the Company may then proceed to disconnect the electric service provided in accordance with these regulations. Should the customer and the Company be unable to accurately determine the amount which is not in dispute then the entire amount of the bill, or bills, at issue shall be deemed to be in dispute.
- (3) If the Company and the customer are unable to resolve a dispute in a mutually satisfactory manner, the customer may contact the Company's Dispute Resolution Officer or his designate. The Dispute Resolution Officer shall be appointed by the Company and have no direct line responsibility for billing, credit, collection or electrical supply to the customer.
- (4) The Dispute Resolution Officer shall consider both sides and after review, render his decision promptly. The customer has 12 days from notification of the decision to appeal, in writing, to the Board. No disconnection in relation to a disputed bill shall be made until twelve days after the decision of the Dispute Resolution Officer is given and the customer is notified thereof.

Next NSP Bill ? will it be
similar to bills before the \$20 = per day
Bill?

5.1 METER READING

When reasonably possible, meters shall be read bi-monthly; however, the Company may read meters on a monthly basis.

POST CARD METER READING

In the event that the Company is unable to obtain meter readings, for billing purposes, during the Company's normal business hours, having exercised due diligence in the usual practice of meter reading, it may leave a prepaid postage card on the premises which will indicate the normal reading date, and upon which the Customer shall without delay record the reading of the meter, thereafter immediately returning the card to the Company.

ESTIMATED METER READING

If the Company is unable to obtain a meter reading due to circumstances beyond its control, or due to the failure of the Customer to return a post card reading, then the amount of power and energy used by the Customer shall be estimated by the Company using the best available data. In the event that estimated meter readings are required five (5) consecutive times, then the Customer shall make suitable arrangements to ensure that the meters are read by the Company during the Company's normal business hours. Should the Customer fail to make such suitable arrangements, the Company may disconnect the supply of electric service to the Customer or may require that the Customer relocate the meter in accordance with the Regulation 4.1.

In the event that actual meter readings are obtained subsequent to estimated readings, the Company shall make the necessary adjustments.

METER READING IN RURAL AREAS

Where electric service is supplied to a Customer in a rural area, the Company may adopt a post card meter reading system of monthly or bi-monthly meter reading. Under such system, the Company shall supply the Customer with prepaid postage cards upon which the Company shall indicate the date upon which the meter shall be read by the Customer ("reading date"). The Customer shall record on the postcard the reading showing on the meter as of the reading date and shall immediately return the card to the Company. In these circumstances, the Company may consider postcard meter reading to be actual meter readings.

Apr 2nd, 2026

Mr Farmer
NSP DRO
Halifax NS

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I am heating a living area of 20' x 35', a short hallway to bedroom & bathroom. I have 2 heat pumps and on coldest days I use a wood stove.

For Nov and Dec 2025 I paid an estimated bill of \$3.07 per day. This was for the first two months of winter. The next bill for 2 more months of winter was \$20.31 per day. Temperatures were similar on a daily basis for both periods of time.

NSP Energy Advisor gave me cost figures for 1st pump and 2nd pump for a 2 month billing period. Smaller one 12,000 BTU (\$50.00) larger one 18,000 BTU (\$50.00 for 2 months). Then I paid the bill. I have turned off the larger one and will have to rely on the wood stove to get temp up to 20°C. I do not use a clothes drier and limit use of oven. There is a very real problem with the last bill.

Send an inspector, Meter reading questionable