



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260413001

Submitted on: Monday, April 13 2026 at 03:11:02 PM (ADT)

Contact Information

Name on account: Jillian Coxhead

Account number: [REDACTED]

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

DRO made decision on: March 3, 2026

Type of complaint: Billing Issues

Additional details: I have been estimated 90 percent ever since getting power here for 6 years. I don't even have a fully wired home, only use wood heat, and only have 100 amp panel. All energy efficient appliances and light bulbs. I recently demanded that they come read my meter after a year of not doing so because my budget billing was way to high for my income. They claimed I was under estimated and gave me a huge bill. My issue being, there is only 365 days in a year, not 460. They claim my usage is 290 kwh per day in the month of Feb and March. At least that's how the bill reads. They say I used 5000 dollars in power in 4 months. They won't help me. They won't drop my equal billing down at all. The dro only sides with NSP and I got no where . I have an analog meter , and they said if they take it to check it I cannot have it back because they don't do them anymore so I refuse to let them take it because I had major issues with the smart meter before I got the analog one. A mall doesn't even use as much power as they say I have. They will not work with me to drop my mthly payment even just a little bit and it's their mistake not mine.

I was charged for power in August and September when I wasn't even here we had been evacuated due to wildfires and my panel and power was off!!! Yet I was still billed for those days. I've attached my bill. I'm getting two bills a mth now.

How do they want the complaint resolved?

I want my equal billing dropped down to something I can afford. Down from 550 a mth to at least 350 or 400 and even that's too much for what I actually use. I want my meter properly read and not estimated , and I want it read proper, as mistakes are being made in the math . I've attached screenshots of the decision because I never got a letter just the dro email .

Supporting documents uploaded:

- Screenshot_20260413-150816.png
- Screenshot_20260413-123126.png

Current Bill Amount:
\$700.00

Due date:
Mar 23, 2026



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

Account Number [REDACTED] Equal Bill Amount due Mar 23 \$700.00

JILLIAN M COXHEAD
Service address
[REDACTED]

Domestic
Service from Dec 12 to Mar 02, 2026

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
1071472	03B	80	94087.00	70773.00	1	23314

Your meter was read on Mar 02, 2026

Billing date Mar 03 Includes payments received by Mar 03

Amount owing from last bill 2,716.78

Payment received Feb 24 - Thank you -400.00

Balance owing after last payment \$2,316.78

Energy charges:

Base Charge \$19.17/month 12.14

Base Charge \$19.17/month 38.98

Energy @ \$0.18561/kWh 1,027.72

Energy @ \$0.18187/kWh 3,233.10

Total energy charges 4,311.94

Other charges

Usage Adjustment -982.25

GST/Harmonized Tax Adjust -137.51

Adj Provincial Rebate 88.40

Tax: HST (11931 4938 RT) 603.67

Provincial Rebate -388.08

Total other charges -815.77

Total Account Balance \$5,812.95

Equal Bill: Owing \$150.00	Current \$550.00	Due	\$700.00
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IMPORTANT: We are not applying late fees or penalties on outstanding

1
Web Access #
[REDACTED]

Billing process update:
nspower.ca/billing

Your average cost of electricity during this period was \$53.90 per day before taxes.

Past electric use:			
Bill date	Energy used	No. of days	kWh per day
Mar 26	23314	80	291.4
Feb 26	5158	63	81.9
Dec 25	1025	64	16.0
Oct 25	4305	184	23.4
Aug 25	1960	63	31.1
Jun 25	2632	66	39.9
Apr 25	4438	56	79.3



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Account Number [REDACTED] Equal Bill Amount due Mar 23 \$700.00

Enter payment amount

JILLIAN M COXHEAD
[REDACTED]

For Electronic Payments Only

Pay Now