

**From:** Customer Relations  
**To:** [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)  
**Cc:** [REDACTED]  
**Date:** RE: DRO Final Written Decision re Jillian Coxhead Billing Disputing  
March 10, 2026 2:02:50 PM  
**Attachments:** [image001.png](#)

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Mr. Farmer,

NS Power has noted the DRO's Final Written Decision on the subject account.

At this time, NS Power will leave the current budget settlement agreement active on the subject account at \$550.00 per month.

Teri

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**From:** [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com) <[nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)>  
**Sent:** March 9, 2026 3:36 PM  
**To:** [REDACTED]  
**Cc:** Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>  
**Subject:** DRO Final Written Decision re Jillian Coxhead Billing Disputing

**\*\*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.\*\***

**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)**

**Jillian Coxhead**

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] that your dispute is that "NSP power "Saying I was UNDER estimated. Which is BS. No way, in any home especially mine, can anyone use that any of power in a dam day. I am beyond done with being misread. I want my meter checked, but same meter put back on which is the analog one. And I want my budget decreased to 300 a mth."; that you I have "given permission for the MLA David bowlby to help me figure this mess out as well. I've also forwarded this huge mess up to the class action lawyer.; that you indicated that "I am not to have a smart meter , or a digital, I want my same meter put back on once it's checked. I don't have anything in my home that would even use this much power in ONE DAY" that N.S.Power indicate that you indicated to them that you " had not received a true read bill in a very long time"; that N.S.Power indicate that they advised you "that a scheduled meter read would be completed so that her billing can be reconciled based on actual usage." And that "This was completed and a copy of the new invoice was emailed to her on March 4."; that all estimation error is reconciled when a subsequent actual reading is obtained; that NS Power indicate that they "cancelled the February 13, 2026 bill and rebilled the customer for the entire bill period to include the true read."; that N.S.Power then found "that the October read was underestimated, which caused the customers usage to be much higher" and " As shown on the ledger, the customer's October 16, 2025 bill was \$798.76CR." ; that N.S.Pwer acknowledged "this was due to the incorrect reading that was entered." and stated " NS Power apologizes for any inconvenience this may have caused the customer."; that to be certain of correct billing I would normally Instruct N.S.Power to test your serving meter for accuracy at this point (per Board approved Regulation 5.5) but will not do so because of your wish to continue with an analogue meter and N.S.Power's position that analogue metes are no longer supported; and that in response to your request that "I want my budget decreased to 300 a mth." I stated in a following email to you that "My Decision will not arbitrarily revise your payment plan, but instead Instruct N.S.Power to review your Equal Billing Plan calculation for compliance with Board approved Regulation 5.3 or to establish a Payment Agreement compliant with Board approved Regulation 6.5 "

Board approved Regulations relevant to this matter are 5.1, 5.3, 5.5, 6.4, and 6.5 – copy attached.

Your dispute is 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. 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.

**Final Written DRO Decision:** A In the context of Board approved Regulation 5.1, N.S.Power has, after appropriate account adjustments, appropriately billed the Customer for service to [REDACTED]. B N.S.Power is hereby Instructed to review the Customers Equal Billing Plan calculation for compliance with Board approved Regulation 5.3 or to establish a Payment Agreement compliant with Board approved Regulation 6.5 “

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

You may wish to discuss your on-premise consumption with Efficiency N.S.

Don Farmer, P.Eng.  
Dispute Resolution Officer

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**From:** Jillian Atwell Coxhead [REDACTED]  
**Sent:** Saturday, March 7, 2026 5:11 PM  
**To:** [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)  
**Subject:** Re: DRO 7 Mar re Jillian Coxhead Billing Disputing

There is no reason the analog can't be put back on after testing. I have proof that others are getting them put on. If it can be read while it's on my home now, then it can be put back on. If nobody is willing to compromise with me then I will continue to pay what I can afford. I will be filing a complaint with the UARB, and Mr Tim Houston. The energy minister. As I've spoke to hundreds of people and nobody knows why NSP is allowed to pre bill me for 291kwh per day for the month of March when it's only March 7th. Seems this has been a waste of my time and I will be going higher up with this.

On Sat, Mar 7, 2026, 12:01 p.m. <[nspdisputeresolution@gmail.com](mailto: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](mailto:nspdisputeresolution@gmail.com)**

Jillian Coxhead

Based on a very wide range of daily usage (your following email, your dispute is that “ Saying I was UNDER estimated. Which is BS. No way, in any home especially mine, can anyone use that any of power in a dam day. I am beyond done with being misread. I want my meter checked, but same meter put back on which is the analog one. And I want my budget decreased to 300 a mth.”

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 off 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.

The attached ledger supports N.S.Power’s statement that “It was found was found that the October read was underestimated, which caused the customers usage to be much higher. As shown on the ledger, the customer’s October 16, 2025 bill was \$798.76CR. This was due to the incorrect reading that was entered. NS Power apologizes for any inconvenience this may have caused the customer.”

Given N.S.Power's above explanation, and your statements "I want my meter checked, but same meter put back on which is the analog one. And I want my budget decreased to 300 a mth.", you leave me with a choice :

1 Issue a final Written Decision, which you may appeal to the NSEB, indicating that N.S.Power has appropriately billed you in the context of Board approved Regulations 5.1,5.3, 6.4 and 6.5. Normally I would normally Instruct a meter test per Board per approved Regulation 5.5 - 'When a customer disputes the amount of electricity consumed from the meter, the Company shall: a) Initiate a check on the meter', however, you indicate "I want my meter checked, but same meter put back on which is the analog one"

2 Issue a Final Written Decision requiring a Meter test and associated meter replacement with a Smart or a digital meter, which you may appeal to the NSEB,

Your choice of 1 or 2 ?

You indicate I want my budget decreased to 300 a mth." My Decision (Either 1 or 2) will not arbitrarily revise your payment plan, but instead Instruct N.S.Power to review your Equal Billing Plan calculation for compliance with Board approved Regulation 5.3 or to establish a Payment Agreement compliant with Board approved Regulation 6.5

Don Farmer, P.Eng.  
Dispute Resolution Officer

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**From:** Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>  
**Sent:** Thursday, March 5, 2026 11:54 AM  
**To:** '[nspdputeresolution@gmail.com](mailto:nspdputeresolution@gmail.com)' <[nspdputeresolution@gmail.com](mailto:nspdputeresolution@gmail.com)>  
**Cc:** [REDACTED] Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>  
**Subject:** RE: 4 March email to the DRO from Jillian Cxhead re Disputing my bill

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.

The third attachment is a copy of the meter read obtained on March 2, 2026 for meter #1071472.

The customer contacted NS Power Customer Relations regarding her estimated bills and stated that she had not received a true read bill in a very long time. It was advised to Ms. Coxhead that a scheduled meter read would be completed so that her billing can be reconciled based on actual usage. This was completed and a copy of the new invoice was emailed to her on March 4. NS Power cancelled the February 13, 2026 bill and rebilled the customer for the entire bill period to include the true read.

It was found that the October read was underestimated, which caused the customers usage to be much higher. As shown on the ledger, the customer's October 16, 2025 bill was \$798.76CR. This was due to the incorrect reading that was entered. NS Power apologizes for any inconvenience this may have caused the customer.

NS Power can request to have the customer's meter removed and tested for accuracy testing, however NS Power no longer supports analog meters, and the meter would be replaced with a digital meter. The customer has previously stated that if she cannot have an analog meter, then to not remove her meter.

It is NS Power's position that the customer has been billed appropriately.

Teri

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**From:** [nspdputeresolution@gmail.com](mailto:nspdputeresolution@gmail.com) <[nspdputeresolution@gmail.com](mailto:nspdputeresolution@gmail.com)>  
**Sent:** March 4, 2026 12:00 PM  
**To:** [REDACTED]; Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>  
**Subject:** 4 March email to the DRO from Jillian Cxhead re Disputing my bill

**\*\*Exercise Caution - This is an external email from: [nspdputeresolution@gmail.com](mailto:nspdputeresolution@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**  
**[nspdputeresolution@gmail.com](mailto:nspdputeresolution@gmail.com)**

Jillian Coxhead; N.S.Power Customer Relations

Jillian

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.

If you have not already done so, please contact N.S. Power by telephone at 1-800-428-6230 and give them your consent, to release your account information, to me. Alternatively, N.S.Power may contact you by email seeking consent after they receive this email.

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.

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 off 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

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**From:** Jillian Atwell Coxhead [REDACTED]  
**Sent:** Wednesday, March 4, 2026 11:45 AM  
**To:** [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)  
**Subject:** Disputing my bill

Attached is what NSP power is saying I now owe. Saying I was UNDER estimated. Which is BS. No way, in any home especially mine, can anyone use that any of power in a dam day. I am beyond done with being misread. I want my meter checked, but same meter put back on which is the analog one. And I want my budget decreased to 300 a mth. I have given permission for the MLA David bowlby to help me figure this mess out as well. I've also forwarded this huge mess up to the class action lawyer . This is not ok and I want it investigated. Im not to have a smart meter , or a digital, I want my same meter put back on once it's checked. I don't have anything in my home that would even use this much power in ONE DAY. This is to be dealt with.



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

From: Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>

To: "Jillian Atwell Coxhead" [REDACTED]

Cc: Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>

Bcc:

Date: Wed, 4 Mar 2026 09:32:42 -0400

Subject: RE: Hi

Jillian,

A meter read was completed on March 2, 2026. The last meter read obtained in October was misread and you were underbilled at that time. A new bill has been generated based on the reading obtained on March 2. It has been attached for you. This will be available on MyAccount within the next few days.

If you have any questions regarding your billing, please contact our Customer Care at 1-800-428-6230.

Teri

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From: Jillian Atwell Coxhead

Sent: February 23, 2026 11:45 AM

To: Customer Relations

Subject: Re: [EXTERNAL]Hi

**\*\*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.\*\***

I'm home all day every day and have cameras so I'll know

On Mon., Feb. 23, 2026, 10:49 a.m. Customer Relations, <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)> wrote:

Good morning,

This email is dedicated for disputes with the Dispute Resolution Officer. Any questions regarding your account, please contact our Customer Care at 1-800-428-6230.

I have requested a meter read to be completed for your meter so that your billing can be reconciled for your actual usage. Once your meter read is completed, you will be notified via email of the results.

Teri

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From: Jillian Atwell Coxhead [REDACTED]

Sent: February 21, 2026 6:55 AM

To: Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>

Subject: [EXTERNAL]Hi

**\*\*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.\*\***

Good morning. I'm writing because for some reason you people are still estimating my bills. I have not had an actual meter read in a very long time. I have tried sending in my own meter read with photos only to be told you aren't accepting it at this time. No point in disputing my bill as nothing ever changes. I'm not paying for power I don't use. My budget is set wayyyyyy high because you have based it off an estimate, where the numbers don't add up at all. I have contacted my MLA and he will be in touch. His name is David Bowlby. You want 5000 dollars but yet my acct balance is only 2000.00, which after the 400 from the salvation army, it'll be 1600.00. As I stated, I'm not paying an estimated bill. My meter is to be read and the lawyer agrees. I want my budget dropped to 275.00 a month. I've worked my usage out and that is all I use a month probably less. If you cannot drop my budget to 275.00 a month, then the MLA can deal with it as well as The premier Tim Houston as I've sent my bill to him too and they also agree something is very wrong.

So, I want my meter read. And my budget dropped. I will only be paying 275.00 a month until.

Jillian Coxhead

Confidentiality Notice - The email communication is considered confidential and is intended only for the recipient(s). If you received this email in error, please contact the sender and delete the email. Unauthorized disclosure or copying of this email is prohibited.

Attachment Limits - Emera will not accept email larger than 50MB or emails containing high risk attachments like ZIP, EXE or others that could contain viruses.

If you have a business need to send such an email, please contact the recipient for instructions.

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

From: <[nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)>

To: [REDACTED]  
Cc: Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>  
Bcc:  
Date: Wed, 17 Sep 2025 10:25:11 -0400  
Subject: 17 Sept email messages to the DRO from Jillian Coxheadre Disputing

**\*\*Exercise Caution - This is an external email from: [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@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**  
[nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)

Jillian Atwell Coxhead

It is not my role to enter into ongoing payment negotiations with N.S.Power's Customers. I issued a Final Written Decision related to your service on 28 April 2025. Once I issue a Decision in a matter, I withdraw from it. The Customers options then become: (1) Appeal the Decision to the NSUARB and (2) Work with N.S.Power to implement the Decision.

You appear to have chosen option 2. If N.S.Power, and you, can mutually agree to a variation in the terms of the Decision, I have no objection, however, N.S.Power may also appropriately require that payments be made exactly as stated in the Decision.

I attach my 28 April 2025 Final Written Decision Part B in this matter – it indicated : DRO Final Written Decision : N.S.Power is hereby Instructed to withhold disconnection of service to 5431 Highway 10 for as long as the following payments are made : (a) \$550.00 per month, beginning on 28 April 2025 and continuing monthly until a zero due balance is achieved, and (b) Monthly payments of \$450.00, beginning the month after a zero due balance is achieved, and continuing monthly until an Equal Billing payment review per Bard approved Regulation 5.3, in early or mid 2026.

I indicated in April that "This Part B "outstanding balance Decision" will be consolidated with a documented Part A "consumption Decision" when meter test results are available – Both Parts A and B may be appealed to the NSEB, if the Customer so chooses, at that time.

You indicated on 28 April (email attached) - " I have decided i dont need my meter tested if that is the case, because I want the meter i have now". In response, I indicated that I will consider this matter resolved and I am closing my file on the matter."

Again, if N.S.Power, and you, can mutually agree to a variation in the terms of the Decision, I have no objection, however, N.S.Power may also appropriately require that payments be made exactly as stated in the Decision.

Don Farmer, P.Eng.  
Dispute Resolution Officer

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**From:** Jillian Atwell Coxhead  
**Sent:** September 17, 2025 4:58 AM  
**To:** [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)  
**Subject:** Disputing

I am once again disputing my bill. This is outlandish. I have given permission to the MLA to discuss my bill because this is absolutley insane. First of all, my information was compromised in the breach. I have contacted a lawyer as well. Second of all my equal billing was set up with you and Confirmed. And they changed it without telling me to 550.00 a MONTH. This is not ok. They are saying I used more in the summer then in the winter???? No. And as for this last bill, I WASNT HERE. WE WERE EVACUATED DUE TO A WILDFIRE AND WERENT HERE TO EVEN USE THE POWER FOR A WHOLE MONTH!!!!!! . My meter has not been read since February and has been estimated. I tried to send my own meter read in and they weren't accepting them at that time. You stated in your last decision and confirmed my equal billing. 350 a month. To have them change it behind my back and yours without telling me is criminal. I will pay 300 a month, but nothing more until my meter is read properly. I have cameras and can prove my meter hasn't been read since February. My bills don't add up. My acct balance is LESS then what they say I owe and it's all estimated. And it's wrong. My MLA David bowlby will be contacting them on my behalf as well. Even to a lawyer my bills don't make since. I want this investigated , and back to February. My equal billing is to be put back to what was agreed upon.

Jillian Atwell

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

From: <[nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)>  
To: [REDACTED], Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>  
Cc:  
Bcc:  
Date: Fri, 6 Jun 2025 15:07:15 -0400  
Subject: DRO 5 June re POST DECISION email from Jillian Coxhead

**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)

Jillian Coheasad, N.S.Power Customer Relations

Jillian

In response to your attached email message : Once I issue a Decision in a matter (as I did in this matter 9 April 2025 - see highlighted following), I withdraw from it. The Customers options then become: (1) Appeal the Decision to the NSUARB and (2) Work with N.S.Power to implement the Decision. You appear to have chosen option 2. If N.S.Power, and you, can mutually agree to a variation in the terms of the Decision, I have no objection, however, N.S.Power may also appropriately require that payments be made exactly as stated in the Decision.

N.S.Power Customer Relations

Please have appropriate staff deal directly with the Customer in follow-up on the Customer's concern

Don Farmer, P.Eng..  
Dispute Resolution Officer

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**From:** [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)  
**Sent:** April 29, 2025 10:39 AM  
**To:** [REDACTED]; '[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)'

**Subject:** DRO CLOSE FILE re re Jillian Coxhead dispute with N.S.Power

**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)

Jillian Coxhead: N.S.Power Customer Relations

Both Parties

Per the attached email of 28 April, in which the Customer indicated "I have decided i dont need my meter tested if that is the case, because I want the meter i have now", I will consider this matter resolved and I am closing my file on the matter.

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For your future considerations :You could have a non-Smart digital meter installed. If you opt out of upgrading from a smart meter you will be selecting a non standard meter service and will be charged a fee to provide that service to ensure costs are not passed on to other customers. These fees have been estimated as follows: Customers whose meters are currently read every two months will move to two reads per year and pay a fee of approximately \$4 per month. Customers whose meters are currently read each month will continue to have monthly reads and pay a fee of approximately \$22 per month. This calculation is subject to the review and approval of the Nova Scotia Energy Board. These fees are an estimate and will not be charged to customers until the smart meter upgrade is complete and approval is received from the UARB to begin charging fees. In order to opt out, you are required to review and submit an opt out acknowledgement form and a member of N.S.Power's Customer Care Centre will contact you to confirm your selection.

N.S.Power

Please cancel the accuracy test scheduled for meter # [REDACTED]

Don Farmer, P.Eng. Dispute Resolution Officer

---

**From:** Jillian Atwell Coxhead [REDACTED]

**Sent:** April 28, 2025 3:20 PM

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

**Subject:** Re: DRO Final Written Decision re PART B re Jillian Coxhead dispute with N.S.Power

Ive been waiting all day, as it was stated he meter would be swapped today. I asked that a smart meter not be put in its place, as I dont want a smart meter. I havr yet to hear from them and i have waited all day and re arranged my schedule for them. If they dont come today, i cannot keep waiting.

Jillian

On Wed., Apr. 23, 2025, 2:17 p.m. , <[nspdisputeresolution@gmail.com](mailto: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](mailto:nspdisputeresolution@gmail.com)

Jillian Coxhead: N.S.Power Customer Relations

After receiving the Customers attached payment offer to settle an outstanding balance of \$1421.85, and N.S Powers following acceptance of that offer, I am herby issuing my Final Written Decision re Part B of the dispute.

Board approved Regulations related to Part B of this matter are 5.3, 6.4, and 6.5 – copy attached.

DRO Final Written Decision : N.S.Power is herby Instructed to withhold disconnection of service to [REDACTED] for a long as the following payments are made :

(a) \$550.00 per month, beginning on 28 April 2025 and continuing monthly until a zero due balance is achieved, and (b) Monthly payments of \$450.00, beginning the month after a zero due balance is achieved, and continuing monthly until an Equal Billing payment review. per Bard approved Regulation 5.3, in early or mid 2026.

This Part B "outstanding balance Decision" will be consolidated with a documented Part A "consumption Decision" when meter test results are available – Both Parts A and B may be appealed to the NSEB, if the Customer so chooses, at that time.

Don Farmer, P.Eng.

Dispute Resolution Officer

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**From:** Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>

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**Cc:** Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>

**Subject:** RE: DRO 22 April re Jillian Coxhead dispute with N.S.Power

Mr. Farmer,

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As NS Power no longer supports analogue meters, the meter would be replaced with a digital meter.

NS Power would accept the proposed payment of \$450 a month plus \$100 a month towards the arrears starting April 28th, 2025, \$550 a month until arrears are paid, and then \$450 a month after the arrears are cleared up, as offered by the customer, should this be provided as part of a Final Written Decision by the DRO.

Dawson

---

**From:** [nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com) <[nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)>

**Sent:** Tuesday, April 22, 2025 17:02

**To:** Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>

**Cc:** [REDACTED]

**Subject:** DRO 22 April re Jillian Coxhead dispute with N.S.Power

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

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N.S.Power Customer Relations

Reference attached email messages :

A Please provide information requested by the Customer re meter testing schedule and

B What is N.S.Power's position on the Customer settlement offer ?

Don Farmer, P. Eng.

Dispute Resolution Officer

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**Cc:** Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>

**Subject:** RE: 8 April email to the DRO from Jillian Coxhead re Goodmorning.

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.

NS Power has previously tested the meters servicing account # [REDACTED] in 2021 and 2022 for prior disputes with the DRO, both of which came back to be operating properly.

NS Power has ordered Meter # [REDACTED] for removal and testing. Once complete, test results will be provided to both the DRO and the Customer.

NS Power will provide our position regarding the consumption dispute once the meter testing has been completed.

The subject account had been set up a monthly Budget Settlement Agreement in 2024 with a monthly budget payment of \$489 per month. The customer had paid down some of their arrear's balance so in 2025, NS Power calculated the equal billing amount based on the previous year of usage plus the outstanding balance on the account going into January. The monthly budget payment calculation for 2025 is \$414 per month

Dawson

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**Sent:** Tuesday, April 8, 2025 11:02

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**Subject:** 8 April email to the DRO from Jillian Coxhead re Goodmorning.

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

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

Jillian Coxhead: N.S.Power Customer Relations

Jillian

I will begin with my Role Statement as Dispute Resolution Officer (DRO) in matters of dispute between N.S.Power and their Customers : 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.

If you have not already done so, please contact N.S. Power by telephone at 1-800-428-6230, or by email at [home@nspower.ca](mailto:home@nspower.ca) if your email address is already on file with them, and give them your consent, to release your account information, to 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 has two dimensions – A Your billed consumption and B Your Equal Billing Plan payment.

Relevant Board approved Regulations are 5.3, 5.5, 6.1, 6.2, 6.4 and 6.7

Re A:

Your dispute is 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

I will Instruct N.S.Power to test your serving meter for accuracy.

Re B

I will review N.S.Power's Equal Billing calculation related to your Account in the context of Board approved Regulation 5.3.

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.

N.S.Power is hereby Instructed to test the meter serving Account # [REDACTED] for accuracy and report test results to the Customer and DRO.

Don Farmer, P.Eng.

Dispute Resolution Officer

---

**From:** Jillian Atwell Coxhead [REDACTED] >

**Sent:** April 8, 2025 9:27 AM

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

**Subject:** Goodmorning.

Hi. I would like to file a complaint about my high bill. I just recieved a disconnection notice which is not ok. I am a disabled woman on assistance and am doing the best I can. I hardly use any power!!! These rates are insane and my bill is more then a mortgage payment. I want this looked into. Attached is the letter I recieved!! This is ridiculous. I will be contacting the UARB as well because this is out landish!!

My budget shouldnt even be as high as it is. This needs to be addressed. Again, attached is my letter from NSP.

Jillian Coxhead

P.S I am.also contacting my MLA. This is wrong. Its extortion is what it is.

Confidentiality Notice - The email communication is considered confidential and is intended only for the recipient(s). If you received this email in error, please contact the sender and delete the email. Unauthorized disclosure or copying of this email is prohibited.

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If you have a business need to send such an email, please contact the recipient for instructions.

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

From: Jillian Atwell Coxhead [REDACTED]

To: <[nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)>

Cc: <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>

Bcc:

Date: Tue, 22 Apr 2025 16:00:06 -0300

Subject: Arrangements

I am offering 550 a month on equal billing, 450 a mth plus 100 a mth towards the arrears. Starting april 28th, 2025, 550 a mth until arrears are paid, and then 450 a montj after the arrears are cleared up. And if i have more income in the run of the month i will pay more. Can this be agreed upon?

Jillian

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From: Jillian Atwell Coxhead [REDACTED]

To: <[nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)>

Cc:

Bcc:

Date: Fri, 6 Jun 2025 14:33:14 -0400

Subject: Huge issue

You made a decision stating I pay 550 a mth until the arrears were paid, then it goes to 450 a mth. I made a payment of 550 april 28th, with proof from my bank, and its still not showing on my acct. The cyber attack happened and none of my payments are showing!!!! Now it seems ive been removed from the equal billing as you and NSP agreed to!!!! Id like my payments to be posted before i make another payment as this doesnt feel safe!!!! And I am to be put on the equal billing of the 550 a mth as promised by both you and NSP. I have the emails of this agreement and proof from my bank. This is out rageous

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

From: <[nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)>

To: [REDACTED] Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>

Cc:

Bcc:

Date: Tue, 29 Apr 2025 09:39:00 -0400

Subject: DRO CLOSE FILE re re Jillian Coxhead dispute with N.S.Power

**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)**

Jillian Coxhead: N.S.Power Customer Relations

Both Parties

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N.S.Power

Please cancel the accuracy test scheduled for meter # [REDACTED]

Don Farmer, P.Eng. Dispute Resolution Officer

**From:** Jillian Atwell Coxhead

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

**Subject:** Re: DRO Final Written Decision re PART B re Jillian Coxhead dispute with N.S.Power

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Dawson

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**To:** Customer Relations <[customerrelations@nspower.ca](mailto:customerrelations@nspower.ca)>

**Cc:** [REDACTED]

**Subject:** DRO 22 April re Jillian Coxhead dispute with N.S.Power

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N.S.Power Customer Relations

Reference attached email messages :

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Dispute Resolution Officer

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To: <[nspdisputeresolution@gmail.com](mailto:nspdisputeresolution@gmail.com)>

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Bcc:

Date: Tue, 22 Apr 2025 16:00:06 -0300

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