



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260422001

Submitted on: Wednesday, April 22 2026 at 01:06:26 PM (ADT)

Contact Information

Name on account: Harley G kalbfleisch

Account number: [REDACTED]

Business contact:

Account address:

Address 1:	[REDACTED]
Address 2:	[REDACTED]
City:	[REDACTED]
Province:	NS
Postal code:	[REDACTED]
	[REDACTED] canada

Email Address: [REDACTED]

Mailing address:

Address 1:	[REDACTED]
Address 2:	
City:	[REDACTED]
Province:	ns
Postal code:	[REDACTED]
Country:	Canada

Telephone number: [REDACTED]

Alternate phone number:

Complaint Information

DRO made decision on: April 21, 2026

Type of complaint: Billing Issues

Additional details: Greetings! It is my intention to appeal the final decision made by the DRO to you the Nova Scotia Energy Board. This appeal comes one (1) day after receiving the final decision from the dispute resolution officer. At this point I wish to thank Mr. Don Farmer (DRO) for his prompt attention to my concerns. Please see his final decision in the e-mail attachment. Please refer to the attached file for the details of my appeal and attempts to resolve with Nova Scotia Power. The basis for my appeal comes from the Kilowatt hours (KWH) and billing costs. In my opinion, there is an unreasonable and excessive charge in year 2025. I do not understand the reason this happened. However, it has been reported that Nova Scotia Power lost the ability to control its systems due to a data breach. Please see my summary of Nova Scotia Power usage and billings below. Comparison of Power use and billing. KWH Billing Year 2024 15,111 \$2,631.82 Year 2025 19,350 \$4,207.37 Increase year 2024 to year 2025 128% 160% I did express a concern as Nova Scotia Power used the provincial tax rebate account to adjust the error in the monthly base charge. This was probably due to the limitations of their billing system. However, this is just an observation for the provincial tax department or the auditor general, not a concern of this appeal. No doubt you will request the data from Nova Scotia Power directly to confirm my numbers. I hereby provide my consent for Nova Scotia Power to provide my data to you. Please advise any other information you may require. I understand that you are limited in your role to help us in Nova Scotia. However, it is important for me to find a reasonable explanation to my concern. Thank you for considering my appeal. Warmest regards! Harley Kalbfleisch

How do they want the complaint resolved?

It is important for me to find a reasonable explanation to my concern. It is not satisfactory for Nova Scotia Power and the dispute resolution officer to just look at a limited time frame of Nova Scotia Power numbers and not explain the overall year excess billing.

Supporting documents uploaded:

- Q05414 Harley Complaint.pdf
- DRO Final Written Decision re Harley Kalbfleisch dispute re Review of power billing.msg
- image.png

From: harley kalbfleisch [REDACTED]
Sent: April 22, 2026 9:06 AM
To: Energy and Regulatory Boards Tribunal <Board@novascotia.ca>
Cc: customerrelations@nspower.ca; Penney, Nicole <Nicole.Penney@novascotia.ca>;
Dispute Resolution Officer Don Farmer, P.Eng <nspdisputeresolution@gmail.com>
Subject: RE: DRO Final Written Decision re Harley Kalbfleisch dispute re Review of power billing

Some people who received this message don't often get email from [REDACTED]. [Learn why this is important](#)

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Greetings!

It is my intention to appeal the final decision made by the DRO to you the Nova Scotia Energy Board.

This appeal comes one (1) day after receiving the final decision from the dispute resolution officer.

At this point I wish to thank Mr. Don Farmer (DRO) for his prompt attention to my concerns.

Please see his final decision in this e-mail.

Please refer to the attached file for the details of my appeal and attempts to resolve with Nova Scotia Power.

The basis for my appeal comes from the Kilowatt hours (KWH) and billing costs.

In my opinion, there is an unreasonable and excessive charge in year 2025.

I do not understand the reason this happened.

However, it has been reported that Nova Scotia Power lost the ability to control its systems due to a data breach.

Please see my summary of Nova Scotia Power usage and billings below.

<u>Comparison of Power use and billing.</u>	<u>KWH</u>		<u>Billing</u>
Year 2024	15,111		\$2,631.82
Year 2025	19,350		\$4,207.37
Increase year 2024 to year 2025	128%		160%

I did express a concern as Nova Scotia Power used the provincial tax rebate account to adjust the error in the monthly base charge.

This was probably due to the limitations of their billing system.

However, this is just an observation for the provincial tax department or the auditor general, not a concern of this appeal.

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Please advise any other information you may require.

I understand that you are limited in your role to help us in Nova Scotia.

However, it is important for me to find a reasonable explanation to my concern.

Thank you for considering my appeal.

Warmest regards!

Harley Kalbfleisch

