



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260415001

Submitted on: Wednesday, April 15 2026 at 04:03:54 PM (ADT)

Contact Information

Name on account: Winton Porter

Account number: [REDACTED]

Business contact:

Account address: Address 1:

Address 2:

City:

Province:

Postal code:

Country:

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:** 2026/04/15

Type of complaint: Billing Issues

Additional details: I live less than 1000 sq ft home and NS POWER has been over charging me for over the last year and refuse to acknowledge they are overcharging me. I have lived here and been paying for power 30+ years. I am on low income / disability and can not afford a 700+ dollar power bill each month and afford to eat. I am tired of nobody in our stupid government doing anything about us being scammed and cannot even afford to eat. This has to end. My bills have almost trippled in the last year.

How do they want the complaint resolved?

I want NS POWER to lower the costs to livable standard and stop scamming its customers, 100,000's of nova scotians are outraged and this cannot continue. I cannot afford to pay my bills and i am already on a budget and ns government is useless in doing anything and just okay's for another power raise so they are starving people like me out of house and home to the streets.

Supporting documents uploaded:

- Winton Porter Ledger.pdf
- no correction 1.JPG
- no correction 2.JPG

From: Wint James [REDACTED]
Sent: April 20, 2026 11:57 PM
To: Energy and Regulatory Boards Tribunal <Board@novascotia.ca>
Subject: Winton Porter NS POWER APPEAL

You don't often get email from [REDACTED]. [Learn why this is important](#)

EXTERNAL EMAIL / COURRIEL EXTERNE **

Exercise caution when opening attachments or clicking on links / Faites preuve de prudence si vous ouvrez une pièce jointe ou cliquez sur un lien

Hi, You said you'd respond within 2 days of my appeal but the power company showed up and replaced my power lines. Does this mean you found fault in my lines for my outrageous high power bill for the last 2 years because this needs to be fixed immediately. I am on disability and live in under 1000 sq foot home and do not use that much electricity. If ns power changed my lines just to be sneaky and remove evidence I have it all documented as well. My neighbor had a house torn down last year and she is still being charged for power this is insane. We demand justice for the injustice pain and suffering caused to us.

NS Power Account number [REDACTED]



Billing Adjustment



Identification <id@nspower.ca>



To:

[REDACTED]

Thu 2025-12-04 11:47 AM

Dear Winton Porter:

We are reaching out to let you know that the billing adjustment has been completed on your account.

The adjustment is for \$594.381. The total account balance is now \$863.64. Please note that you are on equal monthly billing so only pay the monthly amount owing. Right now the budget balance owing is \$346.00.

If you have any questions, please contact our Customer Care at 1-800-428-6230, weekdays from 8am to 6pm, excluding holidays.

Have a safe day,

Lynn | **Customer Care** | **Nova Scotia Power**

T: 800-428-6230 | F: 888-428-6108

www.nspower.ca

Follow us on [twitter](#)

Account: ██████████ ▾

Apply filter? 

☐	Due Date* ▾	Account Number	Service Address	Billed Amount	Current Balance	
☐	Apr 13, 2026	██████████	██████████	\$703.00	2240.79	>
☐	Mar 16, 2026			\$703.00	1419.95	>
☐	Feb 12, 2026			\$703.00	1742.95	>
☐	Jan 12, 2026			\$669.00	1458.45	>
☐	Dec 11, 2025			\$669.00	1781.45	>
☐	Nov 12, 2025			\$669.00	1505.05	>
☐	Oct 14, 2025			\$669.00	1828.05	>
☐	Sep 15, 2025			\$646.00	1617.13	>
☐	Aug 13, 2025			\$646.00	1940.13	>
☐	Jul 23, 2025			\$646.00	1780.48	>
☐	Jul 14, 2025			\$323.00	1780.48	>
☐	May 13, 2025			\$323.00	1431.00	>

Load more 

Pay

You have no payment cards in your wallet. To make a payment you need to add one. [Click Here to add.](#)

To pay multiple bills at the same time, select the bills you want on the left and press Pay button.

Statement of Account / Customer / Premises

Customer WINTON PORTER

Service address



2026-03-31	PAY	275.00CR	\$1,965.79
2026-03-24	CHG	\$1,143.84	\$2,240.79
2026-02-27	PAY	323.00CR	\$1,096.95
2026-01-30	PAY	323.00CR	\$1,419.95
2026-01-23	ADJ	594.81CR	\$1,742.95
2026-01-23	CHG	\$1,168.31	\$2,337.76
2025-12-31	PAY	289.00CR	\$1,169.45
2025-11-28	PAY	323.00CR	\$1,458.45
2025-11-21	CHG	\$599.40	\$1,781.45
2025-10-31	PAY	323.00CR	\$1,182.05
2025-09-29	PAY	323.00CR	\$1,505.05
2025-09-22	CHG	\$510.92	\$1,828.05
2025-08-29	PAY	300.00CR	\$1,317.13
2025-07-31	PAY	323.00CR	\$1,617.13
2025-07-24	CHG	\$482.65	\$1,940.13
2025-06-30	PAY	323.00CR	\$1,457.48
2025-05-23	CHG	\$672.48	\$1,780.48
2025-04-29	PAY	323.00CR	\$1,108.00
2025-03-31	PAY	323.00CR	\$1,431.00
2025-03-24	CHG	\$1,161.32	\$1,754.00
2025-02-28	PAY	323.00CR	\$592.68
2025-01-31	PAY	323.00CR	\$915.68
2025-01-24	CHG	\$1,029.44	\$1,238.68
2024-12-31	PAY	289.00CR	\$209.24
2024-11-29	PAY	289.00CR	\$498.24
2024-11-22	CHG	\$548.46	\$787.24
2024-10-31	PAY	289.00CR	\$238.78
2024-09-27	PAY	289.00CR	\$527.78
2024-09-20	CHG	\$365.18	\$816.78
2024-08-30	PAY	289.00CR	\$451.60
2024-07-31	PAY	289.00CR	\$740.60
2024-07-24	CHG	\$345.10	\$1,029.60
2024-06-28	PAY	289.00CR	\$684.50
2024-05-31	PAY	289.00CR	\$973.50
2024-05-24	CHG	\$558.99	\$1,262.50
2024-04-30	PAY	289.00CR	\$703.51
2024-03-28	PAY	289.00CR	\$992.51
2024-03-21	CHG	\$866.04	\$1,281.51

2024-02-29	PAY	289.00CR	\$415.47
2024-01-31	PAY	289.00CR	\$704.47