



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260424001

Submitted on: Friday, April 24 2026 at 04:16:05 PM (ADT)

Contact Information

Name on account: [REDACTED]
Account number: [REDACTED]
Business contact: Genadi
Account address:
Address 1: 590 Portland St
Address 2:
City: Dartmouth
Province: NS
Postal code: B2W 6B7
Country: Canada
Email Address: [REDACTED]
Mailing address:
Address 1: 590 Portland St
Address 2:
City: Dartmouth
Province: NS
Postal code: B2W 6B7
Country: Canada
Telephone number: [REDACTED]
Alternate phone number:

Complaint Information

DRO made decision on: Thu, Apr 16, 2026
Type of complaint: Billing Issues

Additional details: Dear Sir/Madam, I am writing to formally dispute an unusually high electricity charge issued by Nova Scotia Power for our most recent billing period. We are a business, European New Markets, located at 590 Portland St, and have been operating consistently for years. Our typical monthly electricity usage ranges between \$1,500 and \$2,000, which reflects our normal business operations. We have never experienced any power-related issues or irregularities since we began operating. However, the latest bill shows a charge exceeding \$6,000, which is completely unreasonable and not supported by any changes in our usage patterns. We have not made any significant changes in equipment, staffing, hours of operation, or consumption that would justify such a drastic increase. This raises serious concerns about: Possible meter malfunction or misreading Billing error Potential unauthorized usage or system issue Despite making numerous phone calls and sending multiple emails to Nova Scotia Power regarding this issue, we have not received a satisfactory explanation. Representatives have repeatedly stated that the charges are "logical," without providing any supporting details or proper investigation.

For your reference, I have attached our current bill along with comparable bills from the same period in 2025, which clearly demonstrate the significant discrepancy. I kindly request the following actions: A full investigation into this billing discrepancy A detailed breakdown of the charges for the period in question An inspection of the meter and related equipment Immediate suspension of any collection actions related to this disputed amount until the matter is resolved If this issue is not addressed promptly, I will escalate the matter to the appropriate regulatory authorities, including the Nova Scotia Energy Board. I look forward to a timely response and resolution.

**How do they want
the complaint
resolved?**

Dear Board Members, I am writing to formally appeal the Final Written Decision issued by the Dispute Resolution Officer (DRO) regarding my electricity account for European New Market, located at 590 Portland St., Dartmouth. While I understand the DRO's explanation of the cumulative nature of meter readings and how estimated readings reconcile once an actual reading is obtained, my dispute is not about the mathematics of meter reconciliation. My dispute is about the reasonableness, accuracy, and fairness of Nova Scotia Power's prolonged reliance on estimated readings for nearly an entire year for a commercial account. Key Facts My normal monthly bills are in the range of \$1,500-\$2,000. From April 2025 to March 2026, almost every bill was marked with a "U" (unread) and based on estimates. Only April 2025 and March 2026 were based on actual meter readings. As a result, a single bill in March 2026 totaled \$7,464.83, far outside normal and expected billing for my business. Grounds for Appeal Excessive Reliance on Estimates Nova Scotia Power relied on estimated readings for approximately 11 consecutive months for a commercial customer.

This is not a reasonable billing practice and placed an unfair financial burden on my business. Lack of Meter Reading Attempts or Notice I was never informed that the meter was not being read for such an extended period, nor was I asked to provide access or a customer reading. Cash Flow Impact and Unfair Shock Billing Even if the total annual kWh is mathematically correct, forcing a customer to absorb nearly a year of reconciliation in one bill is unreasonable and avoidable had regular readings occurred. Material Inaccuracy of the Estimation Process If my actual energy usage was truly high enough to justify a \$7,464 reconciliation bill, then Nova Scotia Power's monthly estimated bills for the previous 11 months should have reflected that higher usage. They did not. This demonstrates that the estimation process was materially inaccurate for nearly a year, which is a failure of billing practice that should not be corrected by placing the entire financial burden on the customer in one month. Failure of Duty of Care in Billing Practices The issue is not the cumulative meter principle, but the operational failure to obtain regular readings and prevent a predictable billing shock. Requested Remedy I respectfully request that the Board review this matter and consider: Whether Nova Scotia Power acted reasonably in issuing estimated bills for nearly a year. Whether this practice complies with the intent of fair billing under Board Regulations. Adjustment of the March 2026 bill through a fair averaging of usage across the affected months rather than one lump-sum reconciliation. Consideration of a billing adjustment, credit, or structured correction due to the operational failure to read the meter regularly. This appeal is about fair billing practice, not the cumulative meter principle. Thank you for your time and consideration. Sincerely, Genadi Shpoker European New Market 590 Portland St. Dartmouth, NS Account [REDACTED]

Supporting documents uploaded:

- document-0 (4).pdf
- document-0 (6).pdf
- document-0 (5).pdf
- resolution by Don Farmer.docx

From: European New Markets NS [REDACTED] >
Sent: April 24, 2026 12:00 PM
To: Energy and Regulatory Boards Tribunal <Board@novascotia.ca>
Subject: Fwd: DRO Final Written Decision re Genadi Shpoker dispute re NS Account 2463937-9

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

To: Nova Scotia Energy Board
P.O. Box 1692, Unit M, Suite 300
1601 Lower Water St.
Halifax, NS, B3J 2S3
Email: board@novascotia.ca

Re: Appeal of DRO Final Written Decision – Account [REDACTED] – 590 Portland St., Dartmouth

Dear Board Members,

I am writing to formally appeal the Final Written Decision issued by the Dispute Resolution Officer (DRO) regarding my electricity account for European New Market, located at 590 Portland St., Dartmouth.

While I understand the DRO's explanation of the cumulative nature of meter readings and how estimated readings reconcile once an actual reading is obtained, my dispute is **not** about the mathematics of meter reconciliation. My dispute is about the **reasonableness, accuracy, and fairness** of Nova Scotia Power's prolonged reliance on estimated readings for nearly an entire year for a commercial account.

Key Facts

- My normal monthly bills are in the range of **\$1,500–\$2,000**.
- From **April 2025 to March 2026**, almost every bill was marked with a **“U” (unread)** and based on estimates.
- Only **April 2025** and **March 2026** were based on actual meter readings.

- As a result, a single bill in March 2026 totaled **\$7,464.83**, far outside normal and expected billing for my business.

Grounds for Appeal

1. Excessive Reliance on Estimates

Nova Scotia Power relied on estimated readings for approximately 11 consecutive months for a commercial customer. This is not a reasonable billing practice and placed an unfair financial burden on my business.

2. Lack of Meter Reading Attempts or Notice

I was never informed that the meter was not being read for such an extended period, nor was I asked to provide access or a customer reading.

3. Cash Flow Impact and Unfair Shock Billing

Even if the total annual kWh is mathematically correct, forcing a customer to absorb nearly a year of reconciliation in one bill is unreasonable and avoidable had regular readings occurred.

4. Material Inaccuracy of the Estimation Process

If my actual energy usage was truly high enough to justify a \$7,464 reconciliation bill, then Nova Scotia Power's monthly estimated bills for the previous 11 months should have reflected that higher usage. They did not. This demonstrates that the estimation process was materially inaccurate for nearly a year, which is a failure of billing practice that should not be corrected by placing the entire financial burden on the customer in one month.

5. Failure of Duty of Care in Billing Practices

The issue is not the cumulative meter principle, but the operational failure to obtain regular readings and prevent a predictable billing shock.

Requested Remedy

I respectfully request that the Board review this matter and consider:

- Whether Nova Scotia Power acted reasonably in issuing estimated bills for nearly a year.
- Whether this practice complies with the intent of fair billing under Board Regulations.
- Adjustment of the March 2026 bill through a fair averaging of usage across the affected months rather than one lump-sum reconciliation.

- Consideration of a billing adjustment, credit, or structured correction due to the operational failure to read the meter regularly.

This appeal is about **fair billing practice**, not the cumulative meter principle.

Thank you for your time and consideration.

Sincerely,

Genadi Shpoker

European New Market

590 Portland St.

Dartmouth, NS

Account [REDACTED]



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

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Web Access #

[REDACTED]

Billing process
update:
nspower.ca/billing

Account Number [REDACTED] Amount due Apr 08 **\$20,589.08**

[REDACTED] **Commercial**
Service address **Service from Feb 11 to Mar 06, 2026**
590 PORTLAND ST UNIT #114
DARTMOUTH, NS

Meter number	Rate code	No. of days	New meter reading	Last meter reading	Multiplier	kWh used	Current demand
2209653	10M	23	266670.66	228624.66	1	38046	.0

Your meter was read on Mar 06, 2026

Billing date Mar 19 Includes payments received by Mar 19

Amount owing from last bill **14,124.25**
Payment received Feb 20 - Thank you -1,000.00
Balance owing after last payment **\$13,124.25**

Energy charges:

Base Charge \$21.28/month 21.28
Energy 200 kWh x \$0.18872 37.74
Energy 37846 kWh x \$0.17146 6,489.08
Total energy charges **6,548.10**

Other charges

Tax: HST (11931 4938 RT) 916.73
Total other charges **916.73**

Total amount due **\$20,589.08**

Amount due Apr 08, 2026 **\$20,589.08**

IMPORTANT: We are not applying late fees or penalties on outstanding balances. Learn more nspower.ca/billing

Your average cost of
electricity during this
period was \$0.1721
per kWh before taxes.

Past electric use:

Bill date	Days	Daily avg	Dmd	Load Ftr
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Current period

Mar 26	23	1654	.0	.0
Same period one year ago				
Mar 25	27	288	.0	.0



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number [REDACTED] Amount due Apr 08 **\$20,589.08**

Enter payment amount

[REDACTED]

For Electronic
Payments Only



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Weekdays 8am-6pm
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Web Access #



*Rates have
changed in 2025
visit nspower.ca/
rates*

Account Number [REDACTED] Automatic Payment Apr 01 \$1,585.88

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Service address
590 PORTLAND ST UNIT #114
DARTMOUTH, NS

Commercial
Service from Feb 10 to Mar 09, 2025

Meter number	Rate code	No. of days	New meter reading	Last meter reading	Multiplier	kWh used	Current demand
2209653	10M	27	136743.48	128959.85	1	7784	.0

Your meter was read on Mar 09, 2025

Billing date Mar 12 Includes payments received by Mar 12

Amount owing from last bill 1,823.20
Payment received Feb 18 - Thank you -1,823.20
Balance owing after last payment \$.00

Energy charges:

Base Charge \$21.28/month 5.52
Base Charge \$21.28/month 15.76
Energy @ \$0.18831/kWh 9.79
Energy @ \$0.17105/kWh 336.28
Energy @ \$0.19227/kWh 28.46
Energy @ \$0.17501/kWh 983.21
Total energy charges 1,379.02

Other charges

Tax: HST (11931 4938 RT) 206.86
Total other charges 206.86

Total amount due \$1,585.88

Amount due Apr 01, 2025 \$1,585.88

PaySmart Plan : Automatic Payment. Please do not pay.

Interest on overdue amounts is calculated at 1.5 % per month
or part thereof (19.56%) per annum).

Your average cost of
electricity during this
period was \$0.1772
per kWh before taxes.

Past electric use:

Bill date	Days	Daily avg	Dmd	Load Ftr
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Current period

Mar 25	27	288	.0	.0
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Same period one year ago

Mar 24	29	57	.0	.0
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Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number [REDACTED] Automatic Payment Apr 01 \$1,585.88

For Electronic
Payments Only



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Web Access #

[REDACTED]

*Rates have
changed in 2025
visit nspower.ca/
rates*

Account Number [REDACTED] Automatic Payment Apr 30 \$1,760.15

Commercial
Service from Mar 09 to Apr 07, 2025

590 PORTLAND ST UNIT #114
DARTMOUTH, NS

Meter number	Rate code	No. of days	New meter reading	Last meter reading	Multiplier	kWh used	Current demand
2209653	10M	29	145424.66	136743.48	1	8681	.0

Your meter was read on Apr 07, 2025

Billing date Apr 10 Includes payments received by Apr 10

Amount owing from last bill 1,585.88
Payment received Mar 17 - Thank you -1,585.88
Balance owing after last payment \$.00

Energy charges:

Base Charge \$21.28/month 21.28
Energy 200 kWh x \$0.19227 38.45
Energy 8481 kWh x \$0.17501 1,484.26
Total energy charges 1,543.99

Other charges

Tax: HST (11931 4938 RT) 216.16
Total other charges 216.16

Total amount due \$1,760.15

Amount due Apr 30, 2025 \$1,760.15

PaySmart Plan : Automatic Payment. Please do not pay.

Interest on overdue amounts is calculated at 1.5 % per month
or part thereof (19.56%) per annum).

Your average cost of
electricity during this
period was \$0.1779
per kWh before taxes.

Past electric use:

Bill date	Days	Daily avg	Dmd	Load Ftr
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Current period

Apr 25	29	299	.0	.0
Same period one year ago				
Apr 24	31	21	8.6	.0



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number [REDACTED] Automatic Payment Apr 30 \$1,760.15

For Electronic
Payments Only