

From: European New Markets NS <[REDACTED]>
Sent: Friday, April 10, 2026 10:31 AM
To: nspdisputeresolution@gmail.com
Subject: NS Account [REDACTED] dispute

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:

1. A **full investigation** into this billing discrepancy
2. A **detailed breakdown** of the charges for the period in question
3. An **inspection of the meter and related equipment**

4. 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.

Sincerely,
Genadi Shpoker
European New Markets
590 Portland St

NS Account [REDACTED]

[REDACTED]

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From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>

Sent: April 10, 2026 3:27 PM

To: [REDACTED]; Customer Relations
<customerrelations@nspower.ca>

Subject: 10 April email to the DRO from Genadi Shpoker re NS Account [REDACTED] dispute

****Exercise Caution** - This is an external email from: 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, Fax (902) 835-7744

nspdisputeresolution@gmail.com

Gendi Shpoker; N.S.Power Customer Relations

Gendi

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.

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. 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 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.

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

On Mon, Apr 13, 2026 at 11:02 AM Customer Relations <customerrelations@nspower.ca> wrote:

Mr. Farmer,

Access for the DRO has not been granted on the subject account.

Genadi, if you wish to provide consent to release your account information to the Dispute Resolution Officer (DRO), please reply to this email stating your permission.

Teri

From: European New Markets NS <[REDACTED]>

Sent: April 13, 2026 12:04 PM

To: Customer Relations <customerrelations@nspower.ca>

Cc: nspdisputeresolution@gmail.com

Subject: Re: 10 April email to the DRO from Genadi Shpoker re NS Account [REDACTED]
dispute

****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.**

Hello

Yes, I provide full consent.

Genadi

From: Customer Relations <customerrelations@nspower.ca>

Sent: Tuesday, April 14, 2026 10:30 AM

To: nspdisputeresolution@gmail.com

Cc: [REDACTED] Customer Relations
<customerrelations@nspower.ca>

Subject: RE: 10 April email to the DRO from Genadi Shpoker re NS Account [REDACTED]
dispute

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.

Meter connections to our billing system have been restored and customer billing is returning to normal. Once the meter is read, either remotely or in-person, the bill is reconciled automatically to reflect actual usage.

NS Power confirms that the customer's meter reads between April 2025 and February 2026 were all estimated. Our customers will never pay for power they do not use. Any differences between estimated and actual usage will be addressed and accurately reflected in a future bill. The March 2026 meter read was a true read and the bill was the reconciliation bill.

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

Teri