



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260424002

Submitted on: Friday, April 24 2026 at 10:06:53 PM (ADT)

Contact Information

Name on account: Jaspal Singh

Account number: [REDACTED]

Business contact:

Account address:

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

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: Apr 20, 2026

Type of complaint: Billing Issues

Additional details: I have now received the decision from the Dispute Resolution Officer, and I am not satisfied with the outcome. Therefore, I would like to proceed with an appeal. I am writing to formally appeal the Final Written Decision issued by the Dispute Resolution Officer, Mr. Don Farmer, regarding my Nova Scotia Power account [REDACTED] for the property located at [REDACTED]. I respectfully disagree with the decision and request that the Nova Scotia Energy Board conduct an independent review of this matter. While the decision concludes that the billing from December 10, 2025 to March 12, 2026 is accurate, I have ongoing concerns regarding the fairness and accuracy of the charges applied during this period. Specifically, my concerns relate to the use of estimated meter readings and the subsequent reconciliation, which resulted in unexpectedly high charges. I am not fully satisfied that the billing reflects my actual electricity consumption. Additionally, despite the meter being tested and deemed accurate, I remain concerned that the billing outcome does not reasonably align with my usage.

How do they want the complaint resolved?

Given these concerns, I kindly request the Board to: - Review the billing calculations and reconciliation process; - Assess whether the applicable regulations were properly applied; and - Determine if any adjustment or further investigation is warranted. Please find attached the DRO decision along with relevant billing documents for your reference. I would appreciate confirmation of receipt of this appeal and guidance on any additional information or steps required. Thank you for your time and consideration.

Supporting documents uploaded:

• DRO_Decision_Full.pdf

From: Jaspal Singh <[REDACTED]>
Sent: April 20, 2026 11:07 PM
To: Penney, Nicole <Nicole.Penney@novascotia.ca>
Subject: Re: Q05333 - NSPI Billing Complaint - from [REDACTED]

**** 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,

We recently spoke over the phone regarding this matter. I have now received the decision from the Dispute Resolution Officer, and I am not satisfied with the outcome. Therefore, I would like to proceed with an appeal.

I am writing to formally appeal the Final Written Decision issued by the Dispute Resolution Officer, Mr. Don Farmer, regarding my Nova Scotia Power account ([REDACTED]) for the property located at [REDACTED]

I respectfully disagree with the decision and request that the Nova Scotia Energy Board conduct an independent review of this matter. While the decision concludes that the billing from December 10, 2025 to March 12, 2026 is accurate, I have ongoing concerns regarding the fairness and accuracy of the charges applied during this period.

Specifically, my concerns relate to the use of estimated meter readings and the subsequent reconciliation, which resulted in unexpectedly high charges. I am not fully satisfied that the billing reflects my actual electricity consumption. Additionally, despite the meter being tested and deemed accurate, I remain concerned that the billing outcome does not reasonably align with my usage.

Given these concerns, I kindly request the Board to:

- Review the billing calculations and reconciliation process;
- Assess whether the applicable regulations were properly applied; and
- Determine if any adjustment or further investigation is warranted.

Please find attached the DRO decision along with relevant billing documents for your reference. I would appreciate confirmation of receipt of this appeal and guidance on any

additional information or steps required.

Thank you for your time and consideration.

Sincerely,

Jaspal Singh



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

Jaspel Singh

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] (Account [REDACTED]); that you connected service at the premise on 10 Dec 2025; that a meter reading of 81175 was obtained at the time of connection; that your 31 Dec 2025 bill was based on an estimated reading of 82207; that your 12 March 2026 bill was based on an actual meter reading; that once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled (see more detailed explanation below); that your 10 Dec 2025 to 12 March 2026 is therefore accurate; that you have electric baseboard heating; that I Instructed N.S.Power to test your serving meter for accuracy ; and that test results indicate that meter [REDACTED] is operating within prescribed accuracy limits.

Board approved Regulations relevant to this matter are 5.1, 5.5, and 6.4 – copy attached. Also relevant and attached are the Electricity and Gas Inspection Act Regulations.

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 “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. Your total billing for the 10 Dec 2025 to 12 March 2026 is accurate.

Final Written DRO Decision : In the context of Board approved Regulation 5.1, N.S.Power has appropriately billed the Customer for service to [REDACTED] (Account [REDACTED]).

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 ;Telephone - 902-424-1332 ,Toll Free in NS: 1-833-809-0040 ; Fax - 902-424-3919

Don Farmer, P.Eng.

Dispute Resolution Officer

PS

You may not accept the results of the N.S. Power meter test, as I have accepted them, and wish to have the meter tested by Measurement Canada.

Regulation 5.5 of the Regulations that govern N.S. Power's operations, as approved by the Board., stipulates that if a customer disputes the amount of electricity consumed from the meter, the following shall occur:

a) Initiate a check on the meter reading to ensure the original reading was correct and advise the customer.

b) If the customer is not satisfied, the Company shall do an "As found Meter Test" on the meter in the Company's Measurement Canada certified facility to verify the reading is within the allowed tolerances, and advise the customer of the results.

c) If the customer is still not satisfied, the customer may request an independent meter test be performed by Industry Canada (Measurement Canada).

Steps (a) and (b), as well as a review of the matter by the DRO per Regulation 6.4, is hereby complete. Regulation 5.5 (c) indicates you may request the meter be tested by Measurement Canada. The N.S.U.A.R.B. may require you to complete the Measurement Canada test before considering or ruling on your appeal to this decision.

The local office of Measurement Canada can be reached by phone at 902-426-2525. If you elect to proceed to Measurement Canada, they will upon receipt of your request, formalize a written process of notification to both you and N.S. Power to arrange to retrieve the disputed meter from N.S. Power for an official test. NSPI Regulation 6.7 titled Dispute Test, indicates that upon notice from Measurement Canada, N.S. Power will arrange to ship the disputed meter to Measurement Canada for testing. When testing is complete, a written report on findings will be provided by Measurement Canada to both N.S. Power and you - their Customer. If the meter is found to be accurate, N.S. Power will charge you a fee as outlined in the N.S.A.U.A.R.B. approved Schedule of Charges Section 7.1. The current fee is \$46.00 for a satisfactory meter test result. If the meter is found to be outside the allowable limits, Measurement Canada will provide details as to the level of inaccuracy for required account adjustment. In the latter case, the \$46.00 fee would not be charged.