



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260504001

Submitted on: Monday, May 04 2026 at 03:14:07 PM (ADT)

Contact Information

Name on account: Malcolm Mills

Account number: [REDACTED]

Business contact:

Account address:

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

Type of complaint: Other

Additional details: Account number 2206-7540 First allow me to establish the framework for the grievance. I am a military veteran on a VAC disability pension. I have been exploited. In 2024 under the efficiency Nova Scotia program I had heat pumps installed in my home. The cost was over \$10,000 which was exorbitant at the time and remains exorbitant to this day. It is my disposition that NSP promoted these programs in such a way that all people including pensioners were inclined to trust both fairness and goodwill from NSP and its contractors. This did not happen. I am of the opinion that the efficiency Nova Scotia took advantage of seniors exploiting their desperation, inflating prices and encouraging debt they could not afford. I was grossly overcharged for these services. Nova Scotia power has shown no indication of a willingness to compromise or to investigate the blatant overcharging for these programs. Nova scotia's solution to this problem is simply to send accounts to collection agencies. My account is now in the collection agency and my credit rating is destroyed. I am open to fair compromise.
Malcolm Mills [REDACTED]

How do they want the complaint resolved?

I would like the account removed from Collection. I would like an investigation of practices exploiting seniors and persons with disabilities. I would like at least 70% of the charges written off I would like an apology I would like assurance that others who have been exploited will not be treated in such an inconsiderate manner

Supporting documents uploaded:

- NSDispute.odt