



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260506001

Submitted on: Wednesday, May 06 2026 at 08:46:38 AM (ADT)

Contact Information

Name on account: Lora Trachsel

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:** May 5

Type of complaint: Billing Issues

Additional details: I am submitting this complaint and appeal regarding ongoing billing issues with Nova Scotia Power for service at [REDACTED] under Account # [REDACTED]. I recently received a Final Written Decision from the Dispute Resolution Officer (DRO), Don Farmer, concluding that Nova Scotia Power had appropriately billed my account after applying a credit of \$1,310.64 related to a 6,725 kWh adjustment. I respectfully disagree with that conclusion and request that the Board review the matter further. My concern is not with the cumulative nature of electrical meters themselves. I understand the explanation provided regarding how actual reads can reconcile estimated usage over time. My concern is with the accuracy and administration of billing on my account over an extended period, particularly given the repeated corrections, estimated readings, and admitted administrative errors. Key concerns include: Multiple billing corrections and refunds issued over the past several months Numerous estimated meter readings over an extended period A meter replacement in November 2025 An admitted administrative error involving the new meter installation and delayed billing A significant overestimation of usage resulting in a 6,725 kWh adjustment and \$1,310.

64 credit Concerns that billing inaccuracies may extend further back than the periods currently addressed The DRO decision explains how cumulative meters function in theory, but it does not demonstrate through a complete account audit that all prior billing periods were accurately reconciled in practice. My concern is that the corrections applied by Nova Scotia Power appear isolated to certain billing periods rather than representing a full reconciliation of the account history. Given the number of corrections already issued, I no longer have confidence that my account billing has been fully or accurately corrected. Since moving into the property in 2020, many of my bills appear to have relied on estimated readings. Over time, our hydro charges increased substantially, and only recently have significant adjustments begun appearing after actual reads and meter replacement activity. I am respectfully requesting that the Board: Conduct or require a complete audit of my account history Review all estimated versus actual meter readings since service began Review all adjustments and refunds already issued Determine whether additional overbilling occurred Confirm whether Nova Scotia Power complied with Board-approved billing regulations throughout the affected period Attached are copies of: The DRO Final Written Decision Billing records and account history Meter photographs provided to Nova Scotia Power Previous billing corrections and refunds Thank you for your time and consideration of this matter.

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

I am requesting that the Nova Scotia Energy Board require Nova Scotia Power to conduct a complete audit and reconciliation of my account history since service began at the property in 2020. I am requesting review of: All estimated versus actual meter readings All billing adjustments and corrections already applied The impact of the meter replacement and admitted administrative errors Whether all billing periods were properly reconciled to actual usage I am also requesting confirmation of whether additional overbilling occurred and, if so, that any remaining credits or refunds owed be applied to my account. In addition, I am requesting a clear written explanation of how each correction and adjustment was calculated, as I do not believe the previous responses adequately addressed the repeated billing discrepancies identified over time. If appropriate, I would also request that the Board review whether Nova Scotia Power followed Board-approved billing regulations and procedures in the administration of my account.

**Supporting
documents uploaded:**

- Dro decision _260506_084322.pdf
- 20260501_141533.jpg
- Screenshot_20260422_100816_Chrome.jpg

CENTRON®

CONTAINS: 0003BF5ED4
FCC ID: SK9ACT2, IC: 684G-ACT2, MODEL: ACT2

15720

0.5-200A 240V 1PH TYPE C2SRD

3 FLS WIRE

Nova Scotia
POWER
An Emera Company
2561954

FM 2S
60 Hz
Kh 1.0

362 926 891

6800B9B604
FW1: 164

48 KW MAX

MULT X1

OpenWay Riva

345051



Current Bill Amount:

\$2,947.37

Due date:

Sep 15, 2025



1 / 1



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

Account Number [redacted] Amount due Sep 15 \$2,947.37

LORALINDE TRACHSEL
Service address [redacted] Domestic
Service from Jun 13 to Aug 15, 2025

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
[redacted]	02B	63	203253.68	196963.68	1	6290

Your bill was estimated for this period
Billing date Aug 15 Includes payments received by Aug 15

Amount owing from last bill	2,459.78
Payment received Jun 24 - Thank you	-300.00
Payment received Aug 01 - Thank you	-500.00
Balance owing after last payment	\$1,659.78

Energy charges:

Base Charge \$19.17/month	38.34
Energy 6290 kWh x \$0.18561	1,167.49
Total energy charges	1,205.83

Other charges

1 55W LED Street Light	18.82
Tax: HST (11931 4938 RT)	171.46
Provincial Rebate	-108.52
Total other charges	81.76

Total amount due \$2,947.37

Amount due Sep 15, 2025 \$2,947.37

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

1
Web Access #
[redacted]

Billing process update:
nspower.ca/billing

Your average cost of electricity during this period was \$19.14 per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Aug 25	6290	63	99.8
Jun 25	5777	65	88.9
Apr 25	7646	56	136.5
Feb 25	12212	63	193.8
Dec 24	5495	61	90.1
Oct 24	5012	59	84.9
Aug 24	7169	63	113.8



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

Account Number [redacted] Amount due Sep 15 \$2,947.37

Enter payment amount [input type="text"]

For Electronic Payments Only

LORALINDE TRACHSEL
[redacted]

Pay Now