

There was a decision made by DRO in Nov of 2025 which resulted in my meter being taken and read. Resulted in a refund again.

However after new meter was replaced NS power did not even start taking reading dec jan / feb March/ NO APRIL ...

Then it was an estimated reading again. They refunded me again however with another dro decision.

They have not done a full review of my acct and I want them to do a full audit as I dont believe a word they say anymore. If my original meter was off by over 6000 kwts there should have been a bigger amount back to me.

Let me know if you want all the bills aswell.

Don Farmer, P. Eng., Dispute Resolution Officer
(D.R.O.)

Telephone (902) 428-6202, Toll-free
1-877-428-6202, Fax (902) 835-7744
nspdissputeresolution@gmail.com

Lora Trachsel

As I indicated earlier “Your dispute has two dimensions – A Impact of estimated meter readings on your bill, and B Meter accuracy

With respect to A, as stated in the

Final Decision dispute summary : “that your 16 Oct 2025 bill, as well as your June and Aug bills, were based on an estimated meter reading; that your Oct bill was for 5267Kwh and a total of \$3735.57 including your previous outstanding balance of \$2647.37 (ledger attached); that your highest historical billed usage was 12,212 Kwh in Feb 2025 and lowest was 4264 Kwh in June 2024 (usage record attached)”. Any error in estimated readings will be fully reconciled when an actual meter reading is obtained – hopefully in December.

With respect to B, as stated in the

Final Decision : “Meter test results indicate that

your serving meter #2283287 is operating within prescribed accuracy limits.”

The above statements, on both A and B, are the basis for the DRO Final Written Decision: “ I the context of Board approved Regulations 5.1 and 5.5 N.S.Power has appropriately billed the Customer for service to [REDACTED]

[REDACTED]”

If the Decision is not acceptable to you, you may appeal it to the Nova Scotia Energy Board (NSEB), within 12 days of the date of the Decision, 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

Any further questions should be directed to N.S.Power if you do not appeal and to the NSEB if you do appeal.

Don Farmer, P.Eng.

Dispute

Resolution Officer

facility to verify the reading is within the allowed tolerances, and advise the customer of the results..

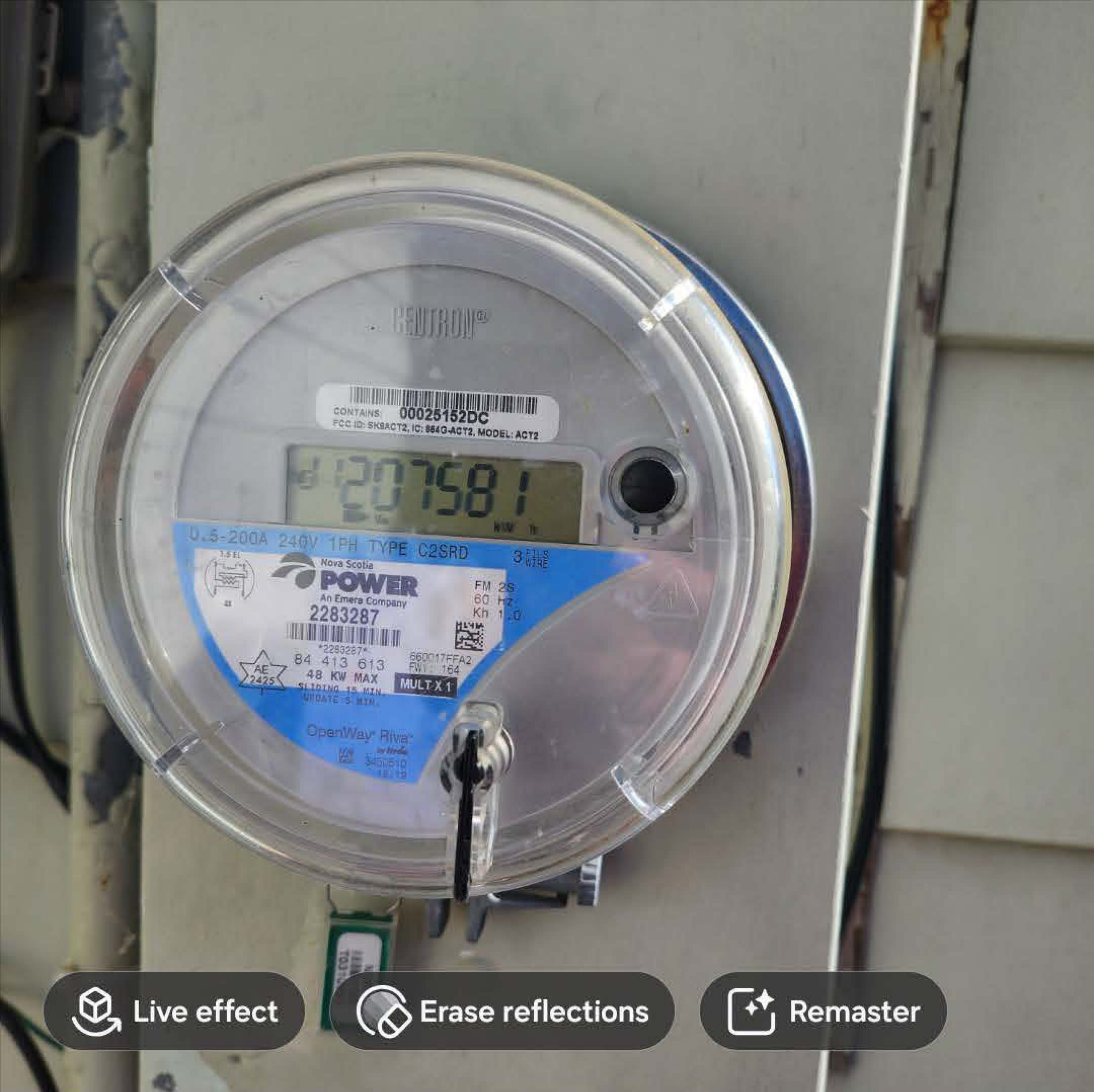
c) If the customer is still not satisfied, the customer may request an independent meter test be performed by Industry Canada (Measurement Canada).

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 902-426-3831. 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.





Sunday, November 2, 2025 · 12:18 p.m.

Edit

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/Internal storage/DCIM/Camera

Galaxy S23 FE

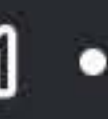
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Canada

Add tag





Customer...

2025-11-20



to nspdisputeresolu... ▾

Mr. Farmer,

The first attachment is a copy of the tests results on the meter that previously serviced the subject premises, Meter #2283287.

The second attachment is a letter to the customer advising of the results of the meter test.

The next bill that will be printed approximately December 16th, the usage will be reconciled to the meter read of 207878 to reflect the actual usage.

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



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» Forward



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