



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260513001

Submitted on: Wednesday, May 13 2026 at 12:18:18 PM (ADT)

Contact Information

Name on account: Brad neville

Account number: *****

Business contact:

Account address: Address 1: *****
Address 2: *****
City: *****
Province: *****
Postal code: *****
Country: *****

Email Address: *****

Mailing address: Address 1: *****
Address 2: *****
City: *****
Province: *****
Postal code: *****
Country: *****

Telephone number: *****

Alternate phone number: *****

Complaint Information

DRO made decision on: May 7, 2026

Type of complaint: Billing Issues

Additional details: I am formally appealing the Final Written Decision issued by the DRO. The DRO's conclusion rests on the theory that a 16,377 kWh bill is simply a "reconciliation" for a period where the meter was estimated rather than read. With the benefit of full equipment logs from November 2025 through March 2026, I can prove this reconciliation is mathematically and physically impossible.

1. The "Total Consumption" Reality Check NSP is claiming a total consumption of 20,975 kWh for the 131-day period between November 5, 2025, and March 16, 2026. • Physical Capacity: To hit this total, my home would need an average, constant draw of ~6.67 kW every single hour for 131 days straight. • Lennox Verified Data: My Lennox Performance Reports for November , December , January , and February show my 3-ton heat pump was often in "Fan Only" mode or completely cycling off. It was not physically capable of sustaining a 6.67 kW draw over that duration. 2. Mode-Specific Evidence The DRO suggests that "on-premise usage" is responsible. However, my logs show exactly how the system used power: • November/December: "Electric Heat Only" ran for less than 1 hour each month.

- January/February: "Electric Heat Only" again ran for less than 1 hour each month.
- Without the 10 kW auxiliary strips running constantly, there is no appliance in my home capable of generating the thousands of "missing" kWh that NSP claims are now being reconciled.

3. Verified Infrastructure The DRO cited "faulty wiring" as a potential cause. As previously stated, I have had my home inspected by a certified electrician at my own expense. The inspection confirmed no ground faults and no phantom power draws. This rules out the "leak" in the system that NSP is using to justify the meter read.

4. Procedural Dispute & Demand for Federal Testing I do not accept NSP's "internal shop test" as a final word on meter accuracy. Under the Electricity and Gas Inspection Act, I am exercising my right to a Measurement Canada Dispute Test. If the wiring is certified as sound and the equipment logs show low usage, the error lies with the meter or the data entry process.

Requested Action: I request that the UARB stay all collection activities on the disputed balance of \$3,856.02 and order an independent, third-party forensic audit of the meter and the billing multiplier applied to my account.

How do they want the complaint resolved?

I want this resolved based on the facts outlined above and I want this billing error removed from my account.

Supporting documents uploaded:

- February.pdf
- December.pdf
- November.pdf
- October.pdf
- January.pdf
- text 2.txt