



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260520001

Submitted on: Wednesday, May 20 2026 at 02:42:27 PM (ADT)

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Contact Information

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**Name on account:** Susan MacKay

**Account number:** [REDACTED]

**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:**

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Complaint Information

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**DRO made decision  
on:** May 11, 2026

**Type of complaint:** Billing Issues

**Additional details:** After having conversations over estimated vs read billing, I had my residential meter changed in July 2025 to a smart meter. I then received three consecutive statements with zero usage charges and a note clearly stating; "CREDIT BALANCE. DO NOT PAY" After receiving each statement, I called the customer service line for clarification and each time they confirmed that I did not have to pay and I complied. March 2026 I receive a bill totaling \$2621.83. Another call was made to customer service and I was told that my meter had not been monitored or checked since the installation in July 2025. I was immediately offered to set up a payment plan and told to "disregard the past three statements". I have since received an actual statement covering the dates of March to April 30, 2026, at which time I cancelled all services, the balance of which was added to the previous bill. They deducted my payments to date, bringing the balance to \$2664.85.

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

I am willing to pay the amount of \$786.98 for power usage for the dates of March 13 - May 1st, after the meter was finally acknowledged and properly monitored. I am not, however willing to pay the \$2621.83 for the months of July 2025 to March 2026 and I expect my previous payments credit totaling \$450.00 to be applied to the most recent bill bringing the total owing to \$336.98. I stand firm on the fact that if NS Power could not be bothered to do their job and monitor my power usage and bill me correctly, then I am not responsible for their mistake. Thus, I do not have to pay for the time frame when I was told repeatedly "DO NOT PAY".

**Supporting**

**documents uploaded:**

- RE\_ DRO Final Written Decision re Susan MacKay billing dispute .eml

**From:** sue mackay [REDACTED]  
**Sent:** May 19, 2026 12:48 PM  
**To:** Energy and Regulatory Boards Tribunal <[Board@novascotia.ca](mailto:Board@novascotia.ca)>  
**Subject:** Fw: Susan MacKay 12 May POST DECISION re DRO Final Written Decision re Susan MacKay billing dispute

You don't often get email from [REDACTED] [Learn why this is important](#)

**\*\* EXTERNAL EMAIL / COURRIEL EXTERNE \*\***

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Good morning,

Please see the following conversations held between myself and Mr. Don Farmer and all ledgers/attachments included.

I have decided to dispute the final decision as was made by Mr. Farmer and escalate the issue.

Please note that I have been a customer of NS Power for over 30 years so I am well educated on the process of usage and billing.

To summarize, I called NS Power last summer regarding unusually high bills. A technician changed the existing meter with a 'smart meter'.

I then received statements during the time frame of late July 2025 to March 2026. All of which clearly stated "CREDIT BALANCE. DO NOT PAY". After calling the customer service line multiple times for information, I was repeatedly told 'the statements are not wrong, you do not have to pay', so I complied.

I then receive a statement with a bill of \$2621.83. Another call to customer service resulted in me being told to disregard the previous statements, the most current is the only correct one.

When the meter was changed in July, not one employee checked the usage on the smart meter for 6 months, resulting in no proper bill being generated and me being reassured I did not have to pay. I have complied with the advice given by multiple customer service agents since this began and am now presented with a power bill that absolutely no homeowner would find reasonable.

While it has been explained an unnecessary amount of times how billing works, I have yet to have someone clearly explain to me why the meter was neglected and I was given wildly contradictory information. As I understand, the smart meters do not require a visit to the home, making this lapse in their performance all the more unacceptable.

I am more than willing to pay the amount for actual power usage during the months of March and April, after the meter was finally acknowledged and properly monitored.

I am not, however willing to pay for the months of July 2025 to March 2026 as I believe NS Power should be held accountable for this period of time.

I stand firm on the fact that if NS Power could not be bothered to monitor my power usage and bill me correctly, then I am not responsible for their mistake. Thus, I do not have to pay for the time frame when I was told repeatedly "DO NOT PAY".

Thank you for your time,  
Susan MacKay