



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260525001

Submitted on: Monday, May 25 2026 at 01:01:16 PM (ADT)

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Contact Information

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**Name on account:** Greg Hammond

**Account number:** [REDACTED]

**Business contact:**

**Account address:**

|              |             |
|--------------|-------------|
| Address 1:   | [REDACTED]  |
| Address 2:   |             |
| City:        | [REDACTED]  |
| Province:    | Nova Scotia |
| Postal code: | [REDACTED]  |
| Country:     | Canada      |

**Email Address:** [REDACTED]

**Mailing address:**

|              |  |
|--------------|--|
| Address 1:   |  |
| Address 2:   |  |
| City:        |  |
| Province:    |  |
| Postal code: |  |
| Country:     |  |

**Telephone number:** [REDACTED]

**Alternate phone number:**

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Complaint Information

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**DRO made decision on:** May 19, 2026

**Type of complaint:** Billing Issues

**Additional details:** - Double billing for November, 2025-January, 2026 period. - HUGE Over-billing for January, 2026- March 20, 2026 period compared to same billing periods in 2020, '21, '22 '23, '24, '25. - Inadequate testing of Smart meters by Nova Scotia Power . Testing biased and subjective by same Company that generates bills. - Living situation UNCHANGED! Single, 63 y.o. male with Cancer and other life affecting health issues. Fixed disability Government income. - Unresponsive, rude and argumentative Customer support - front line agent and Supervisors. NO electric baseboards on EVER. ONE ETS Unit on during cold days. Gas fireplace otherwise during cold months. Nothing unnecessary plugged in. Live in ONE room. Laundry 1x/ mo. Dishwasher NEVER USED. 1 small 7 cu.ft. freezer. 1 TV. 3 lights. Energy Efficient bulbs. Efficiency NS visit to address any areas to change / save.

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

Reduction of January- March 2026 bill to reflect prior years' usage. Recent Rate hikes noted and to be taken into account.

**Supporting documents uploaded:**

- Screenshot\_20260521\_182817\_Photos.jpg
- Screenshot\_20260521\_182556\_Photos.jpg
- Screenshot\_20260520\_170440\_Gmail.jpg
- Screenshot\_20260521\_182742\_Photos.jpg
- Screenshot\_20260520\_170451\_Gmail.jpg
- Screenshot\_20260520\_170434\_Gmail.jpg
- Screenshot\_20260521\_182649\_Photos.jpg
- Screenshot\_20260520\_170407\_Gmail.jpg
- Screenshot\_20260520\_170359\_Gmail.jpg
- Screenshot\_20260520\_170332\_Gmail.jpg
- Screenshot\_20260520\_170501\_Gmail.jpg
- Screenshot\_20260520\_170420\_Gmail.jpg
- Screenshot\_20260520\_170352\_Gmail.jpg
- Screenshot\_20260520\_170446\_Gmail.jpg
- Screenshot\_20260520\_170339\_Gmail.jpg
- Screenshot\_20260520\_170413\_Gmail.jpg
- Screenshot\_20260520\_170346\_Gmail.jpg
- Screenshot\_20260521\_182549\_Photos.jpg



May 12, 2025



10:30 a.m.

Nov. 19, 2024

Emera Company

– Jan. 19, 2025

# Your power bill summary

This summary shows what you need to pay and when it's due. If you'd like to know more, please view your bill online.

**Account #:****Due on:**

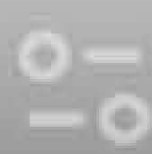
02/24/2025

**Amount****due:****\$557.90**

Share



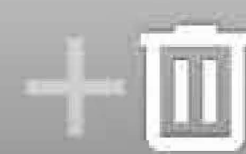
Edit



Edit

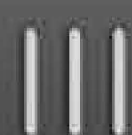


Add to



Add to

Trash





secure6.i-doxs.net/1



Current Bill Amount:

\$2,142.95

Due date:

Apr 27, 2026



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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

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Web Access #

Billing process  
update:  
[nspower.ca/billing](http://nspower.ca/billing)

Account Number [REDACTED] Amount due Apr 27 \$2,142.95

GREG E HAMMOND  
Service address

TOD  
Service from Nov 04 to Mar 20, 2026

| Meter number | Rate code | No. of days | New meter read | Last meter read | Multiplier | kWh used |
|--------------|-----------|-------------|----------------|-----------------|------------|----------|
| 2561900      | 06BO      | 136         | 10053.95       | .00             | 1          | 10054    |
| 2561900      | 06BM      | 136         | 1736.19        | .00             | 1          | 1736     |
| 2561900      | 06BP      | 136         | 872.93         | .00             | 1          | 873      |

Your meter was read on Mar 20, 2026

Billing date Mar 26 Includes payments received by Mar 26

Amount owing from last bill 672.27  
Payment received Jan 30 - Thank you -250.00  
Payment received Mar 09 - Thank you -222.27  
Balance owing after last payment \$200.00

**Energy charges:**

Base Charge \$19.17/month 36.42  
Base Charge \$19.17/month 50.48  
Energy @ \$0.12340/kWh 520.01  
Energy @ \$0.11966/kWh 698.81  
Energy @ \$0.19617/kWh 142.81  
Energy @ \$0.19243/kWh 193.97  
Energy @ \$0.24195/kWh 88.55  
Energy @ \$0.23821/kWh 120.77  
Total energy charges 1,851.82

**Other charges**

September Holiday Credit -1.38  
GST/Harmonized Tax Adjust -.19  
Adj Provincial Rebate .12  
Tax: HST (11931 4938 RT) 259.25  
Provincial Rebate -166.67

**Past electric use:**

| Bill date | Energy used | No. of days | kWh per day |
|-----------|-------------|-------------|-------------|
| Mar 26    | 12663       | 136         | 93.1        |
| Nov 25    | 2648        | 49          | 54.0        |
| Sep 25    | 6299        | 116         | 54.3        |
| Jul 25    | 768         | 62          | 12.4        |
| Jun 25    | 2192        | 64          | 34.3        |
| Mar 25    | 3362        | 57          | 59.0        |
| Jan 25    | 3464        | 63          | 55.0        |



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

Account Number 1979261-3 Amount due Apr 27 \$2,142.95

Enter payment amount

GREG E HAMMOND

Pay Now



Current Bill Amount:

\$672.27

Due date:

Feb 23, 2026



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

1  
Web Access #  
[Redacted]

Account Number [Redacted] Amount due Feb 23 \$672.27

GREG E HAMMOND  
Service address  
[Redacted]

TOD  
Service from Nov 21 to Jan 23, 2026

Billing process  
update:  
nspower.ca/billing

Billing date Jan 23 Includes payments received by Jan 23

|                                     |         |          |
|-------------------------------------|---------|----------|
| Amount owing from last bill         | 945.79  |          |
| Payment received Dec 30 - Thank you | -269.00 |          |
| Adjustments                         | -4.52   |          |
| Balance owing after last payment    |         | \$672.27 |
| Total energy charges                |         | .00      |
| Other charges                       |         |          |
| Total other charges                 |         | .00      |
| Total amount due                    |         | \$672.27 |
| Amount due Feb 23, 2026             |         | \$672.27 |

IMPORTANT: We are not applying late fees or penalties on outstanding balances. Learn more nspower.ca/billing

Past electric use:

| Bill date | Energy used | No. of days | kWh per day |
|-----------|-------------|-------------|-------------|
| Jan 26    |             |             |             |
| Nov 25    | 2648        | 49          | 54.0        |
| Sep 25    | 6299        | 116         | 54.3        |
| Jul 25    | 768         | 62          | 12.4        |
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Nova Scotia Power Inc.  
PO Box 848, Halifax Nova Scotia B3J 2V7  
www.nspower.ca

Account Number [Redacted] Amount due Feb 23 \$672.27

Enter payment amount

GREG E HAMMOND  
[Redacted]

For Electronic  
Payments Only

Pay Now

Apr 7

4:29 p.m.

MYA Top pick POWER

Select Service Address:

Click above to select the account information you would like to see.

PAID MARCH 27, 2026 -

Account Balance:

\$200.00

Recent Payments:

PAID \$222.27 | 03/09/2026

PAID \$250.00 | 01/30/2026

Autopay OFF Paperless Billing ON

Want to pay with another form of payment or setup recurring payments? Pay by Credit Card

Share Edit Edit Add to Add to