

From: Customer Relations <customerrelations@nspower.ca>
Sent: May 20, 2026 9:28 AM
To: nspdisputeresolution@gmail.com
Cc: [REDACTED] Customer Relations <customerrelations@nspower.ca>
Subject: RE: 19 May POST DRO Final Written Decision re re Greg Hammond billing dispute

Mr. Farmer,

NS Power has noted the DRO's Final Written Decision on the subject account.

A copy of the DRO Final Written Decision email thread and all attachments will be sent to the customer via regular mail.

Teri

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Sent: May 19, 2026 4:03 PM
To: Customer Relations <customerrelations@nspower.ca>
Cc: [REDACTED]
Subject: 19 May POST DRO Final Written Decision re re Greg Hammond billing dispute

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Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.**

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)
Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744
nspdisputeresolution@gmail.com
[N.S.Power Customer Relations](#)

Please place a copy of the following DRO Final Written Decision email thread, and its attachments, in regular mail to the Customer.

Don Farmer, P.Eng.
Dispute Resolution Officer

From: Greg Hammond [REDACTED]
Sent: Tuesday, May 19, 2026 3:55 PM
To: nspdisputeresolution@gmail.com
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: DRO Final Written Decision re re Greg Hammond billing dispute

TO DRO,

Decision as expected, in favour of NSP.

I AM APPEALING THIS DECISION TO NSEB AS I FIND NO CORROBERATING EVIDENCE FROM NSP TO SUPPORT MY REQUEST FOR PHOTOGRAPHS OF METER READINGS FOR PERIOD FROM NOVEMBER 2025- MARCH 20, 2026.

Moreover, there was no notification of date/day/time re-synching of meter to central hub. Also, there was no information on meter ' reader', their experience and prior complaints against their readings, which have been ADMITTEDLY BY NSP, erroneously taken in the past.

DRO impartiality should be in dispute more than NSPs billing practices.

I will be launching a formal complaint & inquiry against " Don Farmer - DRO" with the Canada Regulatory Commission and other agencies as to his practices since being in this role.

PLEASE send Decision via Canada Post Mail hard copy to my civic address:

[REDACTED]

Kind regards,

Greg Hammond

[REDACTED]

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On Tue, May 19, 2026, 3:39 p.m. <nspdisputeresolution@gmail.com> wrote:

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

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

nspdisputeresolution@gmail.com

Greg Hammond

After review and consideration of all of the following and attached, my Final Written Decision in the matter follows.

I will begin by stating my role as Dispute Resolution Officer (DRO) in matters of dispute between N.S.Power and their Customers. : **I am not an employee of Nova Scotia Power** or the Nova Scotia Energy Board. I am appointed by Nova Scotia Power to satisfy the Regulations of the Board with respect to dispute resolution. My role is to address, and hopefully resolve, disputes with Nova Scotia Power that cannot be resolved through normal Customer channels. **In my role I investigate N.S.Power's interpretation, and application, of Board approved Regulations. I do not have any jurisdiction over N.S.Power's day-to-day operations.** My Decisions are binding on Nova Scotia Power but not on the Customer. Customers may appeal my Decisions (within 12 days of receipt of Final Written Decision) to the Board.

Your Dispute in summary is : that you have time-of-use service from N.S.Power at [REDACTED]; that you dispute "inaccuracies in my NS Power bills of late, post-cyberbreach" and indicate "I was HUGELY OVERBILLED for the Jan. '26 - Mar. 20, '26 period"; that you provided the attached copy of your 26 March 2026 bill with an outstanding balance of \$2142.95; that your living situation and power usage has not changed and that you are a single 63 year old divorcee on fixed income living in one room; that you heat with an HTS unit and gas fireplace; that the meter that served your premise until 4 Nov 2025 ([REDACTED]) was removed for testing and test results indicate that it is operating within prescribed accuracy limits (usage/meter reading record attached); that there were no estimated meter readings in the Nov 2025 to March 2026 timeframe; that when the currently serving meter ([REDACTED]) was installed in Nov 2025 it had a 0 reading; that the March reading was a remote/wireless reading; that N.S.Power indicate "When meter # [REDACTED] was replaced with meter # [REDACTED] an error occurred in NS Power's Customer Information System, and the customer did not bill for usage with meter # [REDACTED] until March 2026. NS Power apologizes for any inconvenience this caused. When the March bill printed it was for usage between November 4, 2025 (when the meter was replaced) and March 20, 2026, or 136 days"; billed usage over the 136 days was \$1944.40 (ledger attached); that your 22 Sept 2026 bill was \$970.16 for 60 days; and that you indicate that you have been "double-billed for the Nov.'25-Jan. '26 period as the Nov.-Jan. Bill shows the \$672.27 amount paid in full (also attached the \$200 payment receipt to zero the balance)."

Board approved Regulations relevant to this matter are 5.1, 5.5, 6.4, and 6.7 Also relevant and attached are the Electricity and Gas Inspection Act Regulations, as well as the Time-of Day rate tariff.

Your dispute is a "consumption dispute". A fundamental point I must make in such disputes is that **N.S.Power's responsibility is to deliver power to the metering point. They have no role or responsibility with respect to how that energy is consumed on the premise.** On-premise usage is a function of lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors well beyond N.S.Power's ability to address or control (outside temperatures, faulty wiring, ground faults, theft of power). **Meter accuracy thus becomes the "acid test" in determining if appropriate usage is being billed.** The test to confirm meter accuracy is an "as found" meter accuracy test,

performed by N.S.Power in their Measurement Canada accredited meter shop, followed by a meter test by Measurement Canada if the Customer wishes to have an independent meter test performed

N.S.Power tested your serving meter [REDACTED] for accuracy and found that it to be operating within prescribed accuracy limits.

Final Written Decision: In the context of Board approved Regulation 5.5 and the Electricity and Gas Inspection Act Regulations, N.S Power has appropriately billed the Customer for on-premise consumption at [REDACTED]

This Decision can be issued in conventional letter form, via regular mail, upon request.

You may appeal this decision to the Nova Scotia Energy Board (NSEB) 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

You may also wish to discuss your energy consumption with Efficiency Nova Scotia.

Don Farmer, P. Eng.

Dispute Resolution Officer

PS

You may not accept the results of the N.S. Power meter test, as I have accepted them, and wish to have the meter tested by Measurement Canada.

Regulation 5.5 of the Regulations that govern N.S. Power's operations, as approved by the Board., stipulates that if a customer disputes the amount of electricity consumed from the meter, the following shall occur:

a) Initiate a check on the meter reading to ensure the original reading was correct and advise the customer.

b) If the customer is not satisfied, the Company shall do an "As found Meter Test" on the meter in the Company's Measurement Canada certified 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- 2525. 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 Board 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 \$55.00 fee would not be charged.

From: Customer Relations <customerrelations@nspower.ca>
Sent: Tuesday, May 19, 2026 11:19 AM
To: 'nspdisputeresolution@gmail.com' <nspdisputeresolution@gmail.com>
Cc: g [REDACTED]; Customer Relations <customerrelations@nspower.ca>
Subject: RE: DRO 16 May re Greg Hammond billing dspute

Mr. Farmer,

The customer's January invoice had no billed charges. Attached are both the customer's January and March 2026 invoices. The January invoice indicates Balance owing after last payment \$672.27 and Total energy charges \$0.00. The March invoice has the billed charges from Nov 4 to Mar 20.

This customer is on a Time-of-Day rate along with the Time-of-Day meter. These are programmed with the Off-Peak, Mid-Peak, and Peak times. This customer is not on the paused Time-of-Day Pilot program for residential customers.

Teri

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Sent: May 16, 2026 1:33 PM
To: Customer Relations <customerrelations@nspower.ca>
Cc: [REDACTED]
Subject: DRO 16 May re Greg Hammond billing dspute

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Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)
Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744
nspdisputeresolution@gmail.com
[N.S.Power Customer Relations](#)

Please comment on the Customers statement : “I was, firstly, double-billed for the Nov.'25-Jan. '26 period as the Nov.-Jan. Bill shows the \$672.27 amount paid in full (also attached the \$200 payment receipt to zero the balance)”

Please comment on the impact of the pause in Time-of Day pricing on the Customer Don Farmer,
P.Eng.

Dispute

Resolution Officer

From: Greg Hammond [REDACTED]
Sent: Friday, May 15, 2026 9:39 AM
To: Customer Relations <customerrelations@nspower.ca>
Cc: nspdisputeresolution@gmail.com
Subject: 12 May email to the DRO from Greg Hammond re NCORRECT BILLING

To NSP CR & Don Farmer,
Your description of an " error" occurring in meter readings is not acceptable.
The error could have been that I was overbilled NOT underbilled. I want to see definitive proof of exact meter readings - time, day, date in which meter was incorrectly read.
Compared to 5 previous years usage during this billing period with living situation UNCHANGED, the amount is 3x normal !!!!!
THAT fact is indidputable and has not been explained to me.

Kind regards,

Greg Hammond BSc (Hons.), BA, MSc,MBA (i.p)
Cell: [REDACTED]

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On Fri, May 15, 2026, 9:00 a.m. Customer Relations <customerrelations@nspower.ca> wrote:

Mr. Farmer,

Access for the DRO has been granted on subject account# [REDACTED]

The first attachment is a copy of the account ledger for the subject account.

The second attachment is a copy of the meter reads obtained for the subject account.

Meter connections to our billing system have been restored and customer billing has returned to normal. Once the meter is read, either remotely or in-person, the bill is reconciled automatically to reflect actual usage.

On November 4, 2025 NS Power changed meter [REDACTED] sent for testing as the customer was disputing his high bills. Meter # [REDACTED] was found to be operating within prescribed accuracy limits.

When meter # [REDACTED] was replaced with meter # 2561900, an error occurred in NS Power's Customer Information System, and the customer did not bill for usage with meter [REDACTED] until March 2026. NS Power apologizes for any inconvenience this caused. When the March bill printed, it was for usage between November 4, 2025 (when the meter was replaced) and March 20, 2026, or 136 days.

NS Power confirms meter #2561900 was installed and the reading was 0 for all categories of the Time of Use Meter. NS Power also verifies the reads obtained, via remote read, on March 20, 2026 are correct.

2561900	3/20/2026	TOD Mid-Peak kWh	1736.189
		TOD Off-Peak kWh	10053.952
		TOD On-Peak kWh	872.932

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

Teri

From: Customer Relations <customerrelations@nspower.ca>

Sent: May 14, 2026 11:14 AM

To: nspdisputeresolution@gmail.com

Cc: [REDACTED]; Customer Relations <customerrelations@nspower.ca>

Subject: RE: 12 May email to the DRO from Greg Hammond re NCORRECT BILLING

Mr. Farmer,

Access for the DRO has been granted on subject account# [REDACTED].

NS Power is currently reviewing the subject account and will provide our position once the review is complete.

Teri

From: Greg Hammond [REDACTED]
Sent: May 12, 2026 2:07 PM
To: Customer Relations <customerrelations@nspower.ca>
Cc: nspdisputeresolution@gmail.com
Subject: Re: 12 May email to the DRO from Greg Hammond re NCORRECT BILLING

****Exercise Caution** - This is an external email from: [REDACTED].
Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.**

Permission granted to release records to DRO

Kind regards,

Greg Hammond
[REDACTED]

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On Tue, May 12, 2026, 1:13 p.m. Customer Relations <customerrelations@nspower.ca> wrote:

Mr. Farmer,

Access for the DRO has not been granted on the subject account.

Greg, if you wish to provide consent to release your account information to the Dispute Resolution Officer (DRO), please reply to this email stating your permission.

Teri

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>

Sent: May 12, 2026 10:58 AM

To: [REDACTED] Customer Relations <customerrelations@nspower.ca>

Subject: 12 May email to the DRO from Greg Hammond re NCORRECT BILLING

****Exercise Caution - This is an external email from: nspdisputeresolution@gmail.com. Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.****

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

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

nspdisputeresolution@gmail.com

Greg Hammond; N.S.Power Customer Relations

Greg

In response to your following email, I will begin with my Role Statement as Dispute Resolution Officer (DRO) in matters of dispute between N.S.Power and their Customers : **I am not an employee of Nova Scotia Power** or the Nova Scotia Energy Board. I am appointed by Nova Scotia Power to satisfy the Regulations of the Board with respect to dispute resolution. My role is to address, and hopefully resolve, disputes with Nova Scotia Power that cannot be resolved through normal Customer channels. In my role I investigate N.S.Power's interpretation, and application, of Board approved Regulations. I do not have any jurisdiction over N.S.Power's day-to-day operations. My Decisions are binding on Nova Scotia Power but not on the Customer. Customers may appeal my Decisions (within 12 days of receipt of Final Written Decision) to the Board.

If you have not already done so, please contact N.S. Power by telephone at 1-800-428-6230 and give them your consent, to release your account information, to me. Alternatively, N.S.Power may contact you seeking consent after they receive this email.

Please copy N.S.Power at the email address above on all future email to me. They will similarly copy you on their email to me related to this matter.

Your dispute is a "consumption dispute". A fundamental point I must make in such disputes is that N.S.Power's responsibility is to deliver power to the metering point. They have no role or responsibility with respect to how that energy is consumed on the premise. On-premise usage is a function of lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors well beyond N.S.Power's ability to address or control (outside temperatures, faulty wiring, ground faults, theft of power). Meter accuracy thus becomes the "acid test" in determining if appropriate usage is being billed. The test to confirm meter accuracy is an "as found" meter accuracy test, performed

by N.S.Power in their Measurement Canada accredited meter shop, followed by a meter test by Measurement Canada if the Customer wishes to have an independent meter test performed

Specific bills can be other than expected if they are based on estimated – as opposed to actual – meter readings. As part of my investigation of this matter, I will determine if estimated meter readings are a factor in your dispute. Once an actual meter reading is obtained, following an estimated reading for billing purposes, any estimation error is fully reconciled in following bills, that are based on actual readings, as a result of the cumulative, and self-reconciling nature, of the meter reading process. The self-reconciling process is more fully explained in the immediately following paragraph.

The “Cumulative Nature” of power meters is similar to the odometer in a car. They are not reset to zero after a reading is taken from them. The meter (when brand new) starts at, and displays, the number zero and that number increases as energy - measured in kilowatt-hours (kWh) - is delivered through it. It stops registering energy usage when no power is being delivered and resumes when power starts to be delivered again. When power starts again the meter does not return to zero but adds to the previous number indication. The displayed number increases proportional to the rate at which energy (kWh) is being delivered. It performs much like the odometer in a car which accumulates miles in proportion to how far one drives and at what speed, as well as how often, one starts and stops. If an error is made in reading a meter on one occasion, it will not affect the number displayed on a subsequent reading. If for example a reading of 1000 is reported as 100, the next time a reading is taken it will still be something in excess of 1000 – so if a Customer was billed for 100 Kwh when it should have been 1000, the Customer gets a short term “break” on being billed for 900 Kwh that were actually consumed, however if the next reading taken is 1500, that Customer will be billed for 1400 Kwh at that time. The net is that the Customer has been billed for 1500 Kwh consumption over a two bill period even though there was a meter reading error. ($100 + 1400 = 1000 + 500$). The same effect occurs if the meter reading is estimated, or erroneously reported, either higher or lower than the fact.

N.S.Power

Please provide me with N.S.Power’s position in the matter as well as copies of relevant account statements, meter reading information, and relevant computerized notes or notices.

Don Farmer, P.Eng.
Dispute Resolution Officer

From: Greg Hammond [REDACTED]
Sent: Tuesday, May 12, 2026 10:43 AM
To: nspdisputeresolution@gmail.com
Subject: INCORRECT BILLING

Dear DRO,

I'm submitting billing evidence for inaccuracies in my NS Power bills of late, post-cyberbreach.

I have attached my Nov.'25-Jan.'26 bill , which shows an amount due of \$672.27.

Also attached is the subsequent bill for the period from Nov. 4, '25-Mar.20, '26 showing the outrageous balance of \$2,142.95.

I was, firstly, double-billed for the Nov.'25-Jan. '26 period as the Nov.-Jan. Bill shows the \$672.27 amount paid in full (also attached the \$200 payment receipt to zero the balance).

Secondly, I was HUGELY OVERBILLED for the Jan. '26 - Mar. 20, '26 period.

See attached bill for same billing period in a previous years ('23-'24 & '24-'25).

My living situation, and power usage, has not changed for this time frame since I moved into the house. I am a single, 63 yr. old male that basically lives in one main room with nothing extra on. In Winter, I use my ETS Unit briefly, and a gas fireplace. Period.

It is impossible for me to use the power I was billed.

I have called NS Power repeatedly, spoke with a Supervisor " Mark " on May 6, '26 , I believe, with no successful resolution.

You are the next step.

I am a divorcé on a fixed Government income and live very frugality. I , like MANY others, have been a victim of this bill ' guessing' and egregious errors.

I ask for your assistance in this matter prior to my complaint to the Energy Board.

Thank you.

Kind regards,

Greg Hammond
Cell: [REDACTED]

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----- Forwarded message -----

From: Greg Hammond <[REDACTED]>
To: <nspdisputeresolution@gmail.com>
Cc: Customer Relations <customerrelations@nspower.ca>
Bcc:
Date: Tue, 19 May 2026 11:39:07 -0300
Subject: DECISION?

Mr. Farmer,

Amidst ALL THE REPEATED EMAILS that come through, one on top of the other, it is hard to scroll and find any NEW message from you re your decision on my dispute.

A separate email with a decision is needed so I may have a baseline point to appeal, as necessary.

I have a 12 day window.

Kind regards,

Greg Hammond

Cell: [REDACTED]

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