



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260606001

Submitted on: Saturday, June 06 2026 at 03:35:04 PM (ADT)

Contact Information

Name on account: Catherine Urbonas

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 26, 2026

Type of complaint: Billing Issues

Additional details: In order to consistently receive accurate invoices, it would be very helpful to have an arrangement with NSP that would allow me to either: A.) report meter readings using their postcard system, OR B.) report meter readings through submitting photographs to their billing department via the Internet.

How do they want the complaint resolved?

Please communicate with NSP. I have repeatedly told them my driveway is blocked off due to being steep and easily damaged by aggressive drivers. I have also opted out of using a Smart meter. I have tried, several times, asking for their help in establishing a reporting protocol with them. They do not answer questions or email. Attached, please find a table of meter readings. Between October of 2023 and April 23 of 2026, NSP has read the meter 3 times. I send in photos every two months. Please note the high number of estimated bills. Two files are attached. I attempted to upload a third and received an error message. Thank you for your time.

Supporting

documents uploaded:

- DRO Final Written Decision.pdf
- Excel table of NSP meter data.pdf