

From: [Energy and Regulatory Boards Tribunal](#)
To: [Wallace, Lisa](#)
Cc: [Penney, Nicole](#)
Subject: FW: Appeal of DRO Final Written Decision: Account [REDACTED] — Billing Dispute, Nova Scotia Power
Date: June 26, 2026 1:02:27 PM
Attachments: [IMG_1882.PNG](#)
[IMG_1883.PNG](#)
[IMG_1884.PNG](#)
[NSERB Appeal NSPower.docx](#)
[DRO Final Written Decision re Douglas Fulljames billing dispute .eml](#)
Importance: High

From: Karen Ward [REDACTED]
Sent: June 26, 2026 12:08 PM
To: Energy and Regulatory Boards Tribunal <Board@novascotia.ca>
Subject: Appeal of DRO Final Written Decision: Account [REDACTED] Billing Dispute, Nova Scotia Power
Importance: High

You don't often get email from karenfulljames@hotmail.com. [Learn why this is important](#)

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

Exercise caution when opening attachments or clicking on links / Faites preuve de prudence si vous ouvrez une pièce jointe ou cliquez sur un lien

Dear Sir/Madam:

Please see the attached appeal and supporting documentation.

Sincerely,

Doug Fulljames and Karen Ward



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

Account Number [REDACTED] Amount due Jun 25 \$2,131.97

DOUGLAS J FULLJAMES

Domestic

Service address

Service from Sep 22 to May 20, 2026

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
[REDACTED]	02S	240	23273.66	12463.00	1	10811

Your meter was read on May 20, 2026

Billing date May 26 Includes payments received by May 26

Amount owing from last bill .00
Balance owing after last payment \$.00

Energy charges:

Base Charge \$19.17/month	15.98
Base Charge \$19.17/month	19.01
Base Charge \$20.08/month	3.51
Energy @ \$0.18561/kWh	836.17
Energy @ \$0.18187/kWh	974.82
Energy @ \$0.19128/kWh	180.95
Total energy charges	2,030.44

Other charges

Tax: HST (11931 4938 RT)	284.26
Provincial Rebate	-182.73
Total other charges	101.53

Total amount due \$2,131.97

Amount due Jun 25, 2026 \$2,131.97

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

Rates changed
May 1, 2026
visit nspower.ca/rates

Your average cost of
electricity during this
period was \$8.46
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
May 26 10811	240	45.0	
Sep 25 134	66	2.0	
Jul 25 122	58	2.1	
May 25 3379	245	13.8	
Sep 24 118	58	2.0	
Jul 24 150	61	2.5	
May 24 2142	246	8.7	



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

Account Number [REDACTED] Amount due Jun 25 \$2,131.97

Enter payment amount

DOUGLAS J FULLJAMES

For Electronic
Payments Only

000000213197 000000213197

◀ Mail

2:27

Welcome, DOUGLAS





Message

secure6.i-doxs.net

Options



Dashboard

Your Bills

Auto Pay

Online Services

[Redacted]



Due Date*

Account Number

Billed Amount



Jun 25, 2026

[Redacted]

\$2,131.97



Oct 22, 2025

[Redacted]

\$66.37



Aug 25, 2025

[Redacted]

\$64.03



Jul 22, 2025

[Redacted]

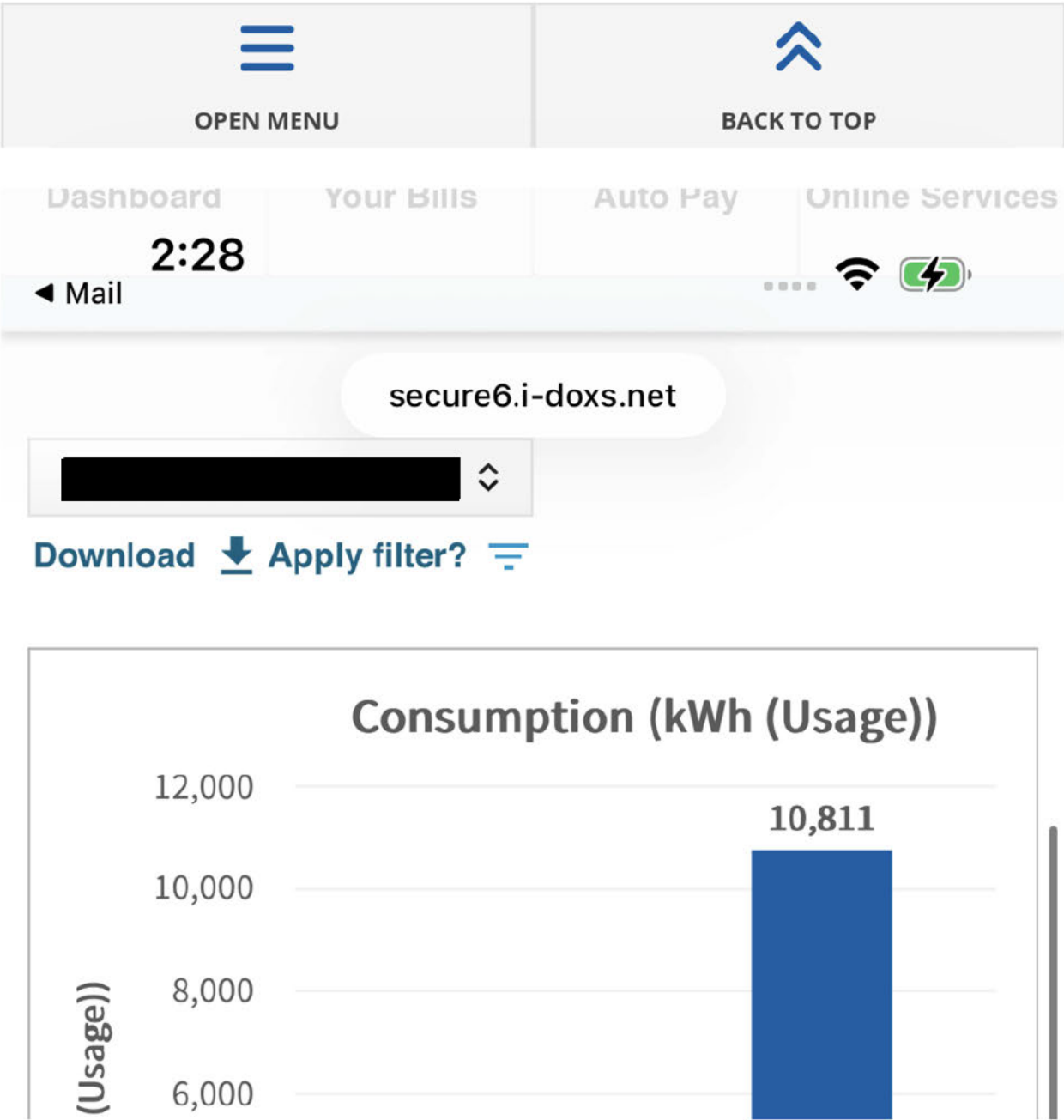
\$682.53

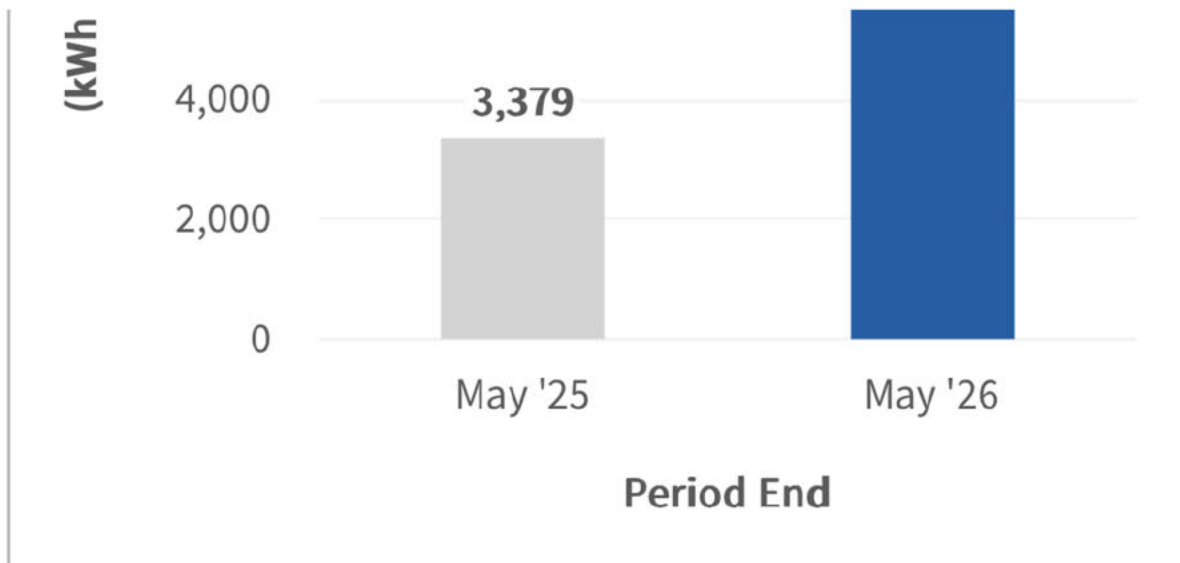
Pay

You have no payment cards in your wallet. To make a payment you need to add one. Click [Here](#) to add.

To pay multiple bills at the same time, select the bills you...

To pay multiple bills at the same time, select the bills you want on the left and press Pay button.





Usage Insights

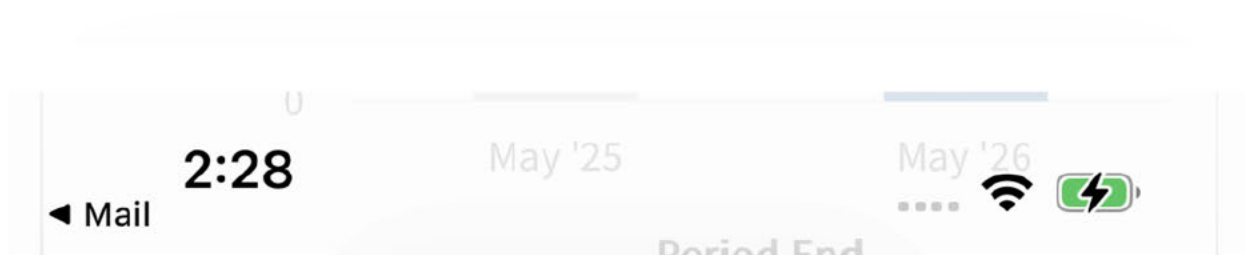
↑ Your consumption has increased by 219.95% when compared to the same period last year.

Your High:

10,811.00 (kWh (Usage)) - May
2026

Your Average:

7,095.00 (kWh (Usage))



secure6.i-doxs.net



Usage Insights

↑ Your consumption has increased by 219.95% when compared to the same period last year.

Your High:

10,811.00 (kWh (Usage)) - May 2026

Your Average:

7,095.00 (kWh (Usage))

Your Low:

3,379.00 (kWh (Usage)) - May 2025



Usage Details

Meter	Usage	Period	Amount
	3379.000	05/23/2025	611.66

12/01/2025

00/00/000

00/00/0000

00/000



10811.000

05/26/2026

1991.94



OPEN MENU



BACK TO TOP

\$66.37

OCT 22, 2025



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

Account Number [REDACTED] Amount due Oct 22 \$66.37

DOUGLAS J FULLJAMES
Service address [REDACTED]

Domestic
Service from Jul 18 to Sep 22, 2025

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
[REDACTED]	02S	66	12463.00	12329.00	1	134

Your bill was estimated for this period

Billing date Sep 22 Includes payments received by Sep 22

Amount owing from last bill 64.03
Payment received Sep 10 - Thank you -64.03
Balance owing after last payment \$.00

Energy charges:

Base Charge \$19.17/month 38.34
Energy 134 kWh x \$0.18561 24.87
Total energy charges 63.21

Other charges

Tax: HST (11931 4938 RT) 8.85
Provincial Rebate -5.69
Total other charges 3.16

Total amount due \$66.37

Amount due Oct 22, 2025 \$66.37

Interest on overdue amounts is calculated at 1.5 % per month
or part thereof (19.56%) per annum).

Billing process
update:
nspower.ca/billing

Your average cost of
electricity during this
period was \$0.96
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Sep 25	134	66	2.0
Jul 25	122	58	2.1
May 25	3379	245	13.8
Sep 24	118	58	2.0
Jul 24	150	61	2.5
May 24	2142	246	8.7
Sep 23	195	61	3.2



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

Account Number [REDACTED] Amount due Oct 22 \$66.37

Enter payment amount

DOUGLAS J FULLJAMES
[REDACTED]

For Electronic
Payments Only

[REDACTED] 000000006637 000000006637