



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260702001

Submitted on: Thursday, July 02 2026 at 01:03:06 PM (ADT)

Contact Information

Name on account: Paul Douglas Meade

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: June 25, 2026

Type of complaint: Billing Issues

Additional details: There are several issues I wish the board to address. 1. Billing Inconsistencies: The bill in question states that the new upgrade meter was installed in October, 2025, and due to an error by NSP, as indicated in their letter, I was not billed until March, 2026. Thus, on March 26 I was billed for 152 days. However, I was billed in November 2025 for 33 days and I paid \$328.12. So the 152 days is incorrect, and I was billed from the date of the installation of the new meter to November 25. Similarly, on September 25, 2025, I was billed for 178 days and I paid \$785.71. If you count backwards from September 25, 2025, you get March 31, 2025. Yet, I was billed on May 25th and paid \$934.60, and I was yet again billed on July 25, 2025 and paid \$866.20. Once again, the dates simply don't add up. 2. Autopayment: I stated multiple times that I went online to the NSP website and turned off my autopayment (confirming it on multiple occasions by checking my dashboard). NSP claims because the bill had been sent out a couple of days prior to me turning off autopayment, that the bill must be paid before autopayment can be turned off.

Yet they provide absolutely no evidence of this policy or regulations. As a customer, I have the right to choose when I turn on or off autopayment. In a response from NSP, they admitted to not turning it off until they extracted the payment, then turning it off 2 hours after taking this payment. If I turned autopayment off in late March (based on my and my wife's observations on the dashboard), then who turned it back on? Since we already know they went in two hours after taking the payment and turned it off, is it conceivable that someone at NSP turned autopayment back on, took the payment from my bank account, and then turned autopayment off again? And nowhere in the attachments included in the decision letter does it state that a customer may not turn off autopayment until money from a previous bill has been paid. I see no evidence of a regulation stating customers can only turn off autopayment AFTER a bill has been paid. 3. Implausible Energy Usage: Based on NSP billings, my average kWh/day from March 25 to November 25, 2025 (8 months) was an average of 53 kWh/day, then from November 25, 2025 to March 26, 2026 it jumps to 140.6

kWh/day (that is almost a 300% increase in energy usage). And this is after installing a new efficient heat pump, replacing all windows in the house, and insulating my basement. In addition, I had an EnerGuide test done on my house prior to my renovations and one afterwards. In June, 2025 my annual energy consumption was calculated to be 38,145 kWh/year (an average of 3,178 kWh/month). After the renovations, the February 2026 EnerGuide report indicated my annual energy usage went DOWN to 30,997 kWh/year (an average of 2,583 kWh/month). This would suggest the cost of energy from NSP should be between \$500 and \$600 a month. If you were to take their billing of 152 days and multiply it by an average of \$550/month it would come to \$2,805, not \$4,222.15. And since I paid a bill in November, it is 152 days - 33 days (for the November bill), which is now 119 days. And 119 days at \$550/month, would be \$2,182. So how does one possibly get \$4,222.15. It is mathematically not plausible. 4. Multiplier: I have repeatedly asked how NSP calculated a multiplier of 60 for my meter. I technically understand the need for a multiplier when upgrading to a 400 amp system, but I would like an explanation for the multiplier of 60. I

had my meter removed and tested by NSP and the report came back that the meter functioned "within prescribed accuracy limit." But there was very little explanation of the test results. I have asked Measurements Canada to conduct an independent testing of the meter. I am seeking to understand why my one bill of \$4,222.15 was unrealistically high given all the energy saving renovations I conducted on my property, but NSP has been less than forthcoming in explaining this bill. They extracted money from my bank account, which according to the Bank Act is illegal, because I turned off the autopayment function and confirmed it on my account portal. They do not address the overlaps in the billing periods, and they refused to answer several questions I had about the meter installation and function. If the billing statement in question is legitimate, and the billing statements are accurate, and they can provide more answers to allow me to understand what appears to me to be an erroneous bill, then I will gladly pay this bill.

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

I would like an explanation of the billing inconsistencies and overlapping billing periods. I would like an explanation of how my autopayment function got turned on after I turned it off and confirmed it on several occasions, then was again turned off 2 hours after the funds were extracted from my bank account. I would like more detailed answers to my meter functioning questions. I believe the most egregious action by NSP was having my autopayment turned on after I turned it off, taking out the funds from my bank account, then turning it back off. I believe this to be an illegal action. I have also checked IP addresses from access to my account, and there are several IP addresses which do not belong to my computer, nor my wife's computer that show up in my history, especially on April 28th, the date the funds were extracted from my account. NSP tried to claim we turned it off at 6:00am, two hours after the funds were taken, but both my wife and I were sound asleep at that time. they later admitted they turned it off at 6:00, so clearly they contradicted themselves.

**Supporting
documents uploaded:**

- DRO Decision.docx
- document-0.pdf
- document-0 (1).pdf
- document-0 (2).pdf
- document-0 (3).pdf
- document-0 (4).pdf
- document-0 (5).pdf
- Letter to NSP for Further Information.docx