



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260703001

Submitted on: Friday, July 03 2026 at 01:30:46 PM (ADT)

Contact Information

Name on account: Kevin Lepage

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 24 2026

Type of complaint: Metering Issues

Additional details: We are appealing the DRO Final Written Decision dated June 24, 2026. Our appeal concerns potential meter overcounting since 2021, estimated billing errors following the March 2025 NS Power cyberattack, a rate code discrepancy versus an identical neighbouring meter, and payments made against inflated estimated bills. Full details and all supporting documentation are contained in the attached PDF.

How do they want the complaint resolved? Independent meter accuracy testing by Measurement Canada, recalculation of all bills since 2021, and adjustment of the outstanding balance to reflect accurate consumption.

Supporting documents uploaded: • NSEB Appeal COMPLETE PACKAGE.pdf