



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260714001

Submitted on: Tuesday, July 14 2026 at 02:34:48 PM (ADT)

Contact Information

Name on account: Darlene Gillis

Account number: [REDACTED]

Business contact: Nova Scotia Power

Account address: Address 1:

Address 2:

City:

Province:

Postal code:

Country:

Email Address: [REDACTED]

Mailing address:

Address 1:

Address 2:

City:

Province:

Postal code:

Country:

Telephone number: [REDACTED]

**Alternate phone
number:**

Complaint Information

**DRO made decision
on:** July 7, 2026

Type of complaint: Billing Issues

Additional details: I have received a bill for over \$3,000 for 4 months of power usage. My bills are paid on time for the seven years I've been at that residence. Never had any problems until the Cyber attack happened. Which I received a letter stating that my information was compromised. And looking over past 7 years my power has been consistent until this year. It's showing that I have used double the amount of kilowatts from previous years. Which is impossible because if anything I updated my water heater, my washer and dryer to be more energy efficient and install the brand new picture window because the old was drafty. I've been the only occupant in that address for the whole 7 years. I spoke to Nova Scotia Power customer relations and also to the dro. Which I'm still receiving calls and emails constantly after letting them know that I was disputing it and then once I received the decision from the dro I was appealing it to the board. I refuse to pay over \$3,000 for energy I have not used for when it can be obviously seen over the past 7 years. I do not own the house anymore I had to sell it due to medical reasons and couldn't afford to live there anymore.

I am willing to pay what I do believe would be into 1500 to 1600 not over 3,000. My information was compromised which I received a letter for. I had received continuous estimated bills from April 2025 to December 22nd of 2025 which have been paid and which or even a little more consumption from the year before. Then I've never received a bill from December 22nd until April 24th 2026. So that is 4 months without receiving a bill in the mail. And that bill that I just received because I called and asked to email it to me and ask twice to have it sent by mail which never received at either my old address or my new address. is from December 22nd to April 24th so it's a 4-month bill consumption. And if you go from the readings from December 22nd till April 24th how can a person use that much kilowatts in 4 months. It's not stating it is from April 2025 to April 2026 it's stating it's from December 2025 to April 2026 so that's 4 months consumption. I have every bill from 2019 right up until the one they emailed me for 2026. All I'm looking forward is to paying my bill off to the amount that I know I should owe and not double the amount that I know I don't owe because something is not right and if you looked at the whole seven years of bills and then the one year we have Cyber attack something's not right.

And in the decision I received from the dro there are a few discrepancies. The amount on the bill I was emailed is for \$3,017 and change and in the decision from the dro it is saying it is \$3,018 and change. It's also saying that I received several phone calls but the several phone calls received about my current bill not for the past bills from April 2025 to December 2025 they were all paid in full and up to date. All previous years of power usage my kilowatts were range from 15,000 to 18,700 for a year. My kilowatts for 4-month period were over 15,000 KW if you look at December 2024 to April 2025 I used 120 days 4 months which equaled 8,000 KW. And if you look at December 2025 to April 2026 123 days 4 months it was 15,349 KW. Something is not right there. I had to sell my house because I became disabled. So I can't work due to my disability. I'm receiving disability income which is \$900 a month. So paying a bill over \$3,000 is not something I can afford. I would just like to have this resolved and pay what I know I owe for the power consumption I used. In my eyes it seems if you go back over the past 7 years it's been steady and consistent up until the Cyber attack. When my information was compromised. And I got a new meter in 2024. So I don't see how they can't see that something can be wrong somewhere. I'm just looking to get this resolved as soon as possible due to my disability and losing my house and not being able to work and support myself this it's just adding stress to which delays any kind of recovery i may have. So I appreciate your time and your consideration in my appeal. If needed I can send all previous bills from the past 7 years and the letter I received about my information compromise and also the letter for the power meter that was installed. I can be reach that [REDACTED] or at my email [REDACTED]

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

The amount that I'm being charged for is impossible for a single person to use in that dwelling if compared to the seven years I've lived there. So I'm willing to pay what I know I owe but I'm not willing to pay over \$3,000 for power consumption I never used. There has to be something wrong somewhere in order for the power consumption to double in one year when it was consistent over that matter 7 years. So this complaint will be resolved when the last 7 years were looked at and seeing there is something wrong to wear a customer being billed double in the year that they had the Cyber attack and my information was compromised.

**Supporting
documents uploaded:**

• Screenshot_20260714_135446_Outlook.jpg