



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260717001

Submitted on: Friday, July 17 2026 at 08:01:07 PM (ADT)

Contact Information

Name on account: Kenneth McPhee

Account number: [REDACTED]

Business contact:

Account address:

Address 1:	[REDACTED]
Address 2:	[REDACTED]
City:	[REDACTED]
Province:	Nova Scotia
Postal code:	[REDACTED]
Country:	Canada

Email Address: [REDACTED]

Mailing address:

Address 1:	[REDACTED]
Address 2:	[REDACTED]
City:	Sydney
Province:	Nova Scotia
Postal code:	[REDACTED]
Country:	Canada

Telephone number: [REDACTED]

Alternate phone number:

Complaint Information

DRO made decision on: July 17, 2026

Type of complaint: Billing Issues

Additional details: Mr Farmer sent me a copy of the final decision on the 17th and said that he had sent it on 6th. What I received on 6th did not inficate final decision. I am old and not computer smart so all the info you want will be in attachments. I already lost everything twice. Nova Scotia Power Dispute [REDACTED] changed to [REDACTED] First power bill was for 747 kwh = \$238.28 Service from Oct.to Dec. 4, 2025, meter # 2325756, this bill was paid. In January 2026 my neighbor tells me that I had received the bill for her meter, and she notified Nova Scotia Power. Moved out of unit on January 28, 2026, and did not receive the second bill at that time. On December 8, 2025, my car was written off in an accident, Between Dec. 4 up to Jan. 28 I spent two to three at a friend in Sydney, NS, as I had no vehicle. January 31, moved into [REDACTED] The next bill I received was a closing bill for [REDACTED] [REDACTED], stating kwh used was 3307 from meter # [REDACTED]. This bill shows two meters readings for somewhere as no meters were numbered. The question is what date the meter was changed and readings at the time.

My unit contained one person while the other unit contained a couple with a newborn child. The bill I received in March was the first bill since the Dec. 4, 2025 bill that stated closing was for 3307 kwh, it does not tell me where the KWH came from. How is it possible for a single person to go from 747 kwh in 58 days to go to 3307 kwh in 113 days, with being away from unit for 2 or 3 weeks. On Mr. Farmer's report shows me being connected to meter [REDACTED] along with [REDACTED] and showing being disconnected on January 28, 2026, from meter [REDACTED] and [REDACTED] Nova Scotia Power tells me that I owe \$717 from [REDACTED] which is impossible as I probably only spent between 36 to 40 days out of 56 in that unit in that period. Nova Scotia Power made the mistake to begin with; there is no possible way I could still owe them \$717 for [REDACTED]. Also, my first bill for [REDACTED] was from Jan. 21, but I did not move until Jan. 28 as there were owner's contractor at [REDACTED] at that time. I am not sure if this is any good, but I will make a package up and mail it to you.

How do they want the complaint resolved?

I want the actual cost of power for [REDACTED] with a detail of kwh used. An updated bill showing the amount owed with credits and payments. Details from Oct. 7, 2025 to Jan. 28 2026. NSP made the meter mistake and I am not paying for their incompetence.

Supporting documents uploaded:

- IMG_0199.JPG
- IMG_0201.JPG
- IMG_0200.JPG
- IMG_0194.JPG
- IMG_0192.JPG
- IMG_0195.JPG
- IMG_0198.JPG
- IMG_0197.JPG
- IMG_0196.JPG
- IMG_0193.JPG



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Weekdays 8am-5pm
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1
Web Access #
[REDACTED]

Account Number [REDACTED] Amount due Jan 05 \$238.28

KEN N MACPHEE
Service address [REDACTED]

Domestic
Service from Oct 07 to Dec 04, 2025

Initial Bill

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
[REDACTED]	03B	58	850.00	103.00	1	747

Your bill was estimated for this period

Billing date Dec 04 Includes payments received by Dec 04

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

Energy charges:

Base Charge \$19.17/month 38.34
Energy 747 kWh x \$0.18561 138.65
Total energy charges 176.99

Other charges

Connect Service 46.00
Tax: HST (11931 4938 RT) 31.22
Provincial Rebate -15.93
Total other charges 61.29

Total amount due \$238.28

Amount due Jan 05, 2026 \$238.28

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 \$3.05
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Dec 25	747	58	12.9



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Account Number [REDACTED] Amount due Jan 05 \$238.28

Enter payment amount [REDACTED]

KEN N MACPHEE
[REDACTED]

For Electronic
Payments Only
[REDACTED]



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Web [redacted]
[redacted]

Account Number [redacted] Amount due Apr 06 \$388.07

KEN N MACPHEE
Service address

Domestic
Service from Jan 21 to Mar 02, 2026

Initial Bill

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
[redacted]	02B	40	27469.76	25644.00	1	1826

Your meter was read on Mar 02, 2026

Billing date Mar 04 Includes payments received by Mar 04

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

Energy charges:

Base Charge \$19.17/month 25.56
Energy 1826 kWh x \$0.18187 332.09

Total energy charges 357.65

Other charges

Connect Remote 11.00
Tax: HST (11931 4938 RT) 51.61
Provincial Rebate -32.19
Total other charges 30.42

Total amount due \$388.07

Amount due Apr 06, 2026 \$388.07

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

Billing process
update:
nspower.ca/billing

Your average cost of
electricity during this
period was \$8.94
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Mar 26	1826	40	45.7



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Account Number [redacted] Amount due Apr 06 \$388.07

Enter payment amount

KEN N MACPHEE

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1
Web Access #
[REDACTED]

Billing process
update:
nspower.ca/billing

Account Number [REDACTED] Amount due Apr 17 \$388.07

KEN N MACPHEE
Service address

Domestic
Service from Mar 04 to Mar 18, 2026

Closing Bill

Billing date Mar 18 Includes payments received by Mar 18

Amount owing from last bill	.00	
Adjustments	388.07	\$388.07
Balance owing after last payment		.00
Total energy charges		
Other charges		.00
Total other charges		\$388.07
Total amount due		\$388.07

Amount due Apr 17, 2026

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

Past electric use:

Bill date	Energy used	No. of days	kWh per day
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Mar 26



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Account Number [REDACTED] Amount due Apr 17 \$388.07

Enter payment amount

For Electronic
Payment
[REDACTED]



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Web Access #

Account Number 2488450-4 Amount due Apr 17 \$1,105.18

KEN N MACPHEE
Service address

Domestic
Service from Oct 07 to Jan 28, 2026

Closing Bill

Meter number	03B	113	3342.00	Last meter read	35.00	Multiplier	1	kWh used	3307
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Your bill was estimated for this period

Billing date Mar 18 Includes payments received by Mar 18

Amount owing from last bill 388.07
Balance owing after last payment \$388.07

Energy charges:

Base Charge \$19.17/month	54.32
Base Charge \$19.17/month	17.89
Energy @ \$0.18561/kWh	461.80
Energy @ \$0.18187/kWh	148.95
Total energy charges	682.96

Other charges

Tax: HST (11931 4938 RT)	95.62
Provincial Rebate	-61.47
Total other charges	34.15

Total amount due \$1,105.18

Amount due Apr 17, 2026 \$1,105.18

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

Billing process
update:
nspower.ca/billing

Your average cost of
electricity during this
period was \$6.04
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Mar 26	3307	113	29.3



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Account Number [REDACTED] Amount due Apr 17 \$1,105.18

Enter payment amount

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1
Web Access #
[REDACTED]

Billing process
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Account Number [REDACTED] Amount due Apr 06

\$388.07

Domestic
Mar 02, 2026



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Web Access #
[REDACTED]

Billing process
update:
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Account Number [REDACTED] Amount due Apr 20 \$919.34

KEN N MACPHEE
Service address
[REDACTED]

Domestic

Billing date Mar 20 Includes payments received by Mar 20

Amount owing from last bill	388.07	
Adjustments	717.11	
Balance owing after last payment		\$1,105.18
Total energy charges		.00

Other charges

Usage Adjustment	-176.99	
GST/Harmonized Tax Adjust	-24.78	
Adj Provincial Rebate	15.93	
Total other charges		-185.84

Total amount due \$919.34

Amount due Apr 20, 2026 \$919.34

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

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Mar 26			



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Account Number [REDACTED] Amount due Apr 20 \$919.34

Enter payment amount

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Web Access #

Account Number [REDACTED] Amount due Apr 06 \$388.07

KEN N. MACPHEE

Domestic

Service from Jan 21 to Mar 02, 2026

Initial Bill

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
[REDACTED]	02B	40	27469.76	25644.00	1	1826

Your meter was read on Mar 02, 2026

Billing date Mar 04 Includes payments received by Mar 04

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

Energy charges:

Base Charge \$19.17/month 25.56
Energy 1826 kWh x \$0.18167 332.09
Total energy charges 357.65

Other charges

Connect Remote 11.00
Tax: HST (11931 4938 RT) 51.61
Provincial Rebate -32.19
Total other charges 30.42

Total amount due \$388.07

Amount due Apr 06, 2026 \$388.07

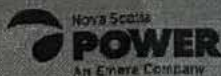
IMPORTANT: We are not applying late fees or penalties on outstanding balances. Learn more nspower.ca/billing

Billing process
update:
nspower.ca/billing

Your average cost of
electricity during this
period was \$8.94
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Mar 26	1826	40	45.7



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Account Number [REDACTED] Amount due Apr 06 \$388.07

Enter payment amount

KEN N. MACPHEE

For Electronic
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Account Number [REDACTED] Amount due Aug 05 \$1,175.12

KENNETH N MCPHEE
Service address

Domestic
Service from Mar 02 to Jul 02, 2026

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
[REDACTED]	02B	122	31406.90	27469.76	1	3937

Your meter was read on Jul 02, 2026

Billing date Jul 06 Includes payments received by Jul 06

Amount owing from last bill	919.34
Payment received Apr 06 - Thank you	-300.00
Payment received Apr 30 - Thank you	-300.00
Balance owing after last payment	\$319.34

Energy charges:

Base Charge \$19.17/month	37.70
Base Charge \$20.08/month	42.17
Energy @ \$0.18187/kWh	346.28
Energy @ \$0.19128/kWh	388.87
Total energy charges	815.02

Other charges

Tax: HST (11931 4938-RT)	114.11
Provincial Rebate	-73.35
Total other charges	40.76

Total amount due \$1,175.12

Amount due Aug 05, 2026 \$1,175.12

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

1
Web Access # [REDACTED]

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

Your average cost of
electricity during this
period was \$6.68
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Jul 26	3937	122	32.3



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Account Number [REDACTED] Amount due Aug 05 \$1,175.12

Enter payment amount

For Electronic
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