

 Outlook

RE: DRO Final Written Decision re Ken McPhee billing dispute Account # [REDACTED]

From Customer Relations <customerrelations@nspower.ca>

Date Mon 2026-07-06 1:43 PM

To 'nspdisputeresolution@gmail.com' <nspdisputeresolution@gmail.com>

Cc [REDACTED] Customer Relations
<customerrelations@nspower.ca>

Mr. Farmer,

NS Power has noted the DRO's Final Written Decision on the subject account.

Teri

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>

Sent: July 6, 2026 12:09 PM

To: [REDACTED]

Cc: Customer Relations <customerrelations@nspower.ca>

Subject: DRO Final Written Decision re Ken McPhee billing dispute [REDACTED]

****Exercise Caution** - This is an external email from: nspdisputeresolution@gmail.com.

Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.**

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

nspdisputeresolution@gmail.com

Ken MacPhee

After review and consideration of all of the following and attached, my Final Written Decision in the matter follows.

I will begin with my Role Statement as Dispute Resolution Officer (DRO) in matters of dispute between N.S.Power and their Customers : **I am not an employee of Nova Scotia Power** or the Nova Scotia Energy Board. I am appointed by Nova Scotia Power to satisfy the Regulations of the Board with respect to dispute resolution. My role is to address, and hopefully resolve, disputes with Nova Scotia Power that cannot be resolved through normal Customer channels. In my role I investigate N.S.Power's interpretation, and application, of Board approved Regulations. I do not have any jurisdiction over N.S.Power's day-to-day operations. My Decisions are binding on Nova Scotia Power but not on the Customer. Customers may appeal my Decisions (within 12 days of receipt of Final Written Decision) to the Board.

Your Dispute in summary is: that you occupied [REDACTED] that you were incorrectly identified by N.S.Power as occupying Unit #20; that N.S.Power made adjustments to correct the error; that a full timeline of events follows (3 July email); that your closing bill for Meter [REDACTED] listed as [REDACTED] was estimated with a closing read of 3342 to January 28, 2026; that NS Power found a true reading of Meter [REDACTED] was obtained on January 30, 2026 of 3105; that NS Power applied a credit for the difference of 291 kWh. ($3342 - 3105 = 237$ kWh's and then for the 2 days between January 28 – January 30 (total kWh 3070 / 113 billed days = 27.2 kWh per day x 2 = 54 kWh's); and that a credit of \$56.71 will appear on your next bill.

Board approved Regulations relevant to this matter are 2.2, 5.1, and 6.4 – copy attached.

Final Written DRO Decision: After a credit of \$56.71 to be applied to the subject Account, N.S.Power will have appropriately billed the Customer for service to [REDACTED]

This Decision can be issued in conventional letter form, via regular mail, upon request. You may appeal this decision to the Nova Scotia Energy Board (NSEB) if you wish; their contact information is: P.O. Box 1692, Unit M, Suite 300, 1601 Lower Water St. Halifax, N.S., B3J 2S3; Email - board@novascotia.ca ; Telephone - 902-424-1332 , Toll Free in NS: 1-833-809-0040 ; Fax - 902-424-3919

Don Farmer, P.Eng.

Dispute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>
Sent: Friday, July 3, 2026 11:00 AM
To: 'nspdisputeresolution@gmail.com' <nspdisputeresolution@gmail.com>
Cc: [REDACTED]; Customer Relations <customerrelations@nspower.ca>
Subject: RE: DRO 1July re Ken McPhee billing dispute

Mr. Farmer,

NS Power provides the following timeline of usage, billing, and related events for Mr. McPhee's account:

For reference, the units at [REDACTED] were improperly labeled and Mr. McPhee was connected to [REDACTED] but it was confirmed with the Landlord, he should have been billing to [REDACTED] NS Power had him connected to both apartments and disconnected from both apartments but adjusted all charges for the incorrect #20.

- October 7, 2025 – connected to Meter [REDACTED] listed as [REDACTED]
- October 7, 2025 – connected to Meter [REDACTED] listed as [REDACTED]
- December 4, 2025 – Invoice in the amount of \$238.28 (747 kWh's + connect fee + tax) was sent for Meter [REDACTED] [REDACTED] was originally [REDACTED] then changed to [REDACTED]
- January 5, 2026 – Payment received in the amount of \$238.28
- January 21, 2026 – connected to Meter [REDACTED] listed as [REDACTED]
- January 28, 2026 – disconnected from Meter [REDACTED] listed as [REDACTED]
- January 28, 2026 – disconnected from Meter [REDACTED] listed as [REDACTED]

- March 4, 2026 – Invoice in the amount of \$388.07 was sent for Meter # [REDACTED]
This was for service from January 21 to March 2, 2026
- March 18, 2026 – Invoice in the amount of \$1,105.18 was sent for Meter # [REDACTED]
[REDACTED]. This included \$388.07 balance owing from [REDACTED] + \$717.11 for charges
between October 7, 2025 to January 28, 2026 at [REDACTED]
- March 19, 2026 – Adjustment in the amount of \$185.84 (or 747 kWh's) for was applied on the
account for billed usage and base charge for the incorrect Apt 20. He was billed \$238.28 which
included a \$46.00 + tax connect fee so this was not credited.
- March 20, 2026 – Invoice in the amount of \$919.34 was sent that shows an adjustment of
\$185.84CR subtracted from \$1,105.18
- April 6, 2026 – Payment received in the amount of \$300.00
- April 30, 2026 – Payment received in the amount of \$300.00
- June 3, 2026 – Mr. McPhee went to the DRO
- June 4, 2026 – Mr. McPhee's closing bill for Meter [REDACTED] listed as [REDACTED] was
estimated with a closing read of 3342 to January 28, 2026. NS Power found a true reading of
Meter [REDACTED] was obtained on January 30, 2026 of 3105. NS Power applied a credit for the
difference of 291 kWh. $(3342 - 3105 = 237 \text{ kWh's})$ and then for the 2 days between January 28 –
January 30 (total kWh $3070 / 113 \text{ billed days} = 27.2 \text{ kWh per day} \times 2 = 54 \text{ kWh's}$) This credit of
\$56.71 will appear on Mr. McPhee's next invoice.

Teri

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>

Sent: July 1, 2026 11:19 AM

To: Customer Relations <customerrelations@nspower.ca>

Cc: [REDACTED]

Subject: DRO 1July re Ken McPhee billing dispute

****Exercise Caution** - This is an external email from: nspdisputeresolution@gmail.com.
Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit
for review.**

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

nspdisputeresolution@gmail.com

N.S.Power

-
Please provide a timeline of usage, billing, and related events, in chronological list form
with \$ and Kwh where appropriate, from 1 Oct 2025 to date.

Don Farmer, P.Eng.
Dispute Resolution Officer

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>

Sent: Friday, June 5, 2026 2:20 PM

To: [REDACTED]