



Jaspreet Somal [REDACTED]

DRO Final Written Decision re Jaspreet Singh Account # [REDACTED]

nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>

Thu, Jul 9, 2026 at 11:32 AM

To: [REDACTED]

Cc: customerrelations@nspower.ca

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

nspdisputeresolution@gmail.com

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Jaspreet Singh Somal

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.

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Your Dispute in summary is: that you connected service from N.S.Power at [REDACTED] on 21 Aug 2025; that you indicate that you vacated the premise in Dec 2025; that the following tenant connected service on 17 Feb 2026; that N.S.Power billed you for service up to 17 Feb 2026; that you dispute your final bill for the service (\$293.46) which has been referred to Collections by N.S.Power; that you indicate (attached Escalation.pdf) that "I gave verbal disconnection notice in November 2025 from my then workplace requesting account closure."; that N.S.Power indicates that they have "no record of Jaspreet contacting NS Power to disconnect service. The service was disconnected in Jaspreet Somal's name when a new occupant connected service on

February 17, 2026.”; that you indicate that your deposit would have covered all charges if alleged following tenant charges were removed; that you indicate that N.S.Power had your email address [REDACTED] but did not advise you of the balance by email but instead by regular mail to the service address; that you indicate “I have no recollection of receiving any call from a Nova Scotia telephone number regarding the account”; that N.S.Power indicate that “the customer did not have paperless billing, so all invoices were sent to the mailing address of [REDACTED] that your 16 Jan bill was based on an actual meter reading which reconciled any previous estimation error; and that you request “Recall of Debt [REDACTED] from CBCC and written direction to Equifax Canada and TransUnion to delete the entry, on the basis that charges after my vacancy were billed in error and that the deposit already applied covers the remaining balance.”

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

My years of experience with N.S.Power’s recording of telephone calls with Customers, resulting in notes on the Customer file, has not experienced an exception to date. Board approved Regulation 2.2 clearly states “An Agreement is deemed to exist between a customer and the Company for the supply of electric power and energy or for the provision of Distribution System Access, as applicable, at appropriate rates and payment therefore in accordance with these regulations by virtue of:(a) the customer applying and receiving approval for electric service; or (b) the customer consuming or paying for electric service from a date that the customer who is a party to an agreement pursuant to clause (a) (the customer of record) moves out of the premises, in which case the customer of record shall remain jointly and severally liable for the electric service account up to the date the Company is notified that the customer of record wishes to terminate the supply of electric service to the customer.”

Final Written DRO Decision: In the context of Board approved Regulation 2.2, N.S.Power has appropriately billed the Customer for service to [REDACTED]
[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: Jaspreet Somal [REDACTED]
Sent: Wednesday, July 8, 2026 12:26 PM
To: Customer Relations <customerrelations@nspower.ca>; nspdisputeresolution@gmail.com
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: Re: DRO 6 July Open Dispute re Jaspreet Singh Account [REDACTED]

Dear Ms. Teri and Mr. Farmer,

Thank you for your prompt attention to this matter and for providing the account ledger and meter read history. I appreciate the time taken to review my file and provide these documents.

Having carefully reviewed both the documentation and the statements in your email, I respectfully believe they support several aspects of my dispute and that a number of factual and procedural issues remain to be clarified before it can be concluded that the balance referred to collections accurately reflects my responsibility or that I was provided a meaningful opportunity to resolve the matter before it was escalated.

First, your note confirms that a new occupant connected service at [REDACTED] on February 17, 2026, which is also the date of the final meter reading recorded on my account. I would appreciate clarification of the contractual, tariff, regulatory, or other governing authority upon which Nova Scotia Power relies in concluding that I remained responsible for charges after vacating the premises until a subsequent occupant established service in their own name.

Second, the preceding billing period, November 14, 2025 to January 16, 2026, spans the date on which I vacated the property. As previously provided, my U-Haul documentation and Rogers records support that I relocated to Ontario on December 13, 2025. I respectfully request that Nova Scotia Power review this billing period and explain how it determined my responsibility for charges after my departure, including the methodology applied.

Third, I note that the meter reading dated November 14, 2025 is identified with the designation "U," whereas the remaining readings appear as "R." I would appreciate an explanation of what this designation represents and whether that reading was subsequently reconciled or trued up against a later actual meter reading.

Fourth, the ledger shows a credit of \$240.75 applied to the account on April 10, 2026, followed by a reversing entry of the same amount on the same day, resulting in no net change to the balance. I respectfully request an explanation of what this adjustment represented, the reason for its reversal, who authorized these entries, and the records supporting both transactions.

I also note that April 10, 2026 is the same date on which I first contacted CBCC requesting validation of the alleged debt and clarification regarding my security deposit. While I do not assume these events are related, I would appreciate confirmation as to whether there was any connection between them and, if so, copies of any records, internal notes, correspondence, workflow entries, or communications referring to or resulting from those events.

I also wish to clarify the circumstances that led to this matter becoming a collection account.

Prior to leaving Nova Scotia, I contacted Nova Scotia Power regarding my account. My recollection is that I was advised the final bill had not yet been generated and that the amount owing could not yet be determined. Based on that conversation, my understanding was that my security deposit would first be applied to any final balance and that any remaining amount would either be refunded to me or, if a balance remained owing, I would have the opportunity to pay it once the final bill became available.

At no time was it my intention to avoid payment of any legitimate balance. Rather, my concern is that I was never made aware

that any balance remained outstanding before the account was referred to collections.

Your response states that I was not enrolled in paperless billing. I appreciate that paperless billing and important account communications are distinct matters. My concern is not whether monthly invoices were delivered electronically, but rather why my verified email address was not used to communicate important account information after my final bill was generated.

Specifically, I would appreciate clarification as to why no email was sent advising me:

- that my final bill had been issued;
- that my security deposit had been applied;
- that a balance remained outstanding;
- that the account was at risk of being referred to collections; or
- that my credit file could be affected.

Nova Scotia Power had my email address on file from day 1, and continues to use that same email address to communicate with me today. Despite having that verified contact information, your records indicate that invoices continued to be mailed only to the service address after I had vacated the property.

CBCC subsequently communicated with me by email regarding this same account. I would therefore appreciate clarification as to how CBCC obtained my email address and, if Nova Scotia Power disclosed my email address to CBCC, why that same email address was not first used by Nova Scotia Power to notify me of the outstanding balance before referring the account to collections.

If Nova Scotia Power maintains any policy, procedure, or guideline governing the use of customer email addresses for overdue account notifications, final bills, collection warnings, or pre-collection communications, I would appreciate identification of the policy relied upon in my case and any records demonstrating how it was applied to my account.

Your response also states that Nova Scotia Power made one telephone call on April 2, 2026 and that a partial voicemail was left because the call was cut off.

I do not have voicemail configured on my mobile telephone, there is no provision to submit a partial or a full voicemail. If needed I can request my telecom provider to confirm about lack of voicemail support on my number. I have no recollection of receiving any telephone call from a Nova Scotia telephone number regarding this account.

If Nova Scotia Power relies upon this call as evidence that reasonable notice was provided, I respectfully request the underlying records supporting that assertion, including the telephone number dialed, call duration, dialer logs, internal call notes, any recording, any record relating to the alleged voicemail, and any workflow generated following that attempted contact.

According to your own timeline, the account was referred to collections only six days later. I would appreciate an explanation as to why no further attempt was made to contact me by telephone, email, or any other available communication channel before referring the account to collections.

In addition, Nova Scotia Power obtained copies of my **government-issued identification** during the account opening process. If those records contained a mailing address different from the service address, I would appreciate confirmation as to whether that address was considered for correspondence relating to my final bill, outstanding balance, or referral to collections, and if not, the reason it was not used.

Finally, I respectfully request copies of, or identification of, the Terms and Conditions, tariff provisions, service agreement, or other governing documents that Nova Scotia Power relied upon in administering my account, together with any records demonstrating how those terms were communicated or made available to me when my account was established and how Nova Scotia Power concluded that I accepted or became bound by those terms.

My objective has never been to avoid payment of any legitimate amount properly owing. Had I been made aware that my security

deposit had been exhausted and that a balance remained outstanding, I would have addressed it promptly. My concern is that, despite Nova Scotia Power having multiple means of contacting me, I was not provided a meaningful opportunity to become aware of and resolve the balance before the account was referred to collections and reported to the credit bureaus.

Once these matters have been clarified and the account has been reviewed in light of the supporting records, I remain willing to resolve this matter cooperatively and promptly.

Thank you for your continued attention to this matter. I look forward to your response.

Sincerely,

Jaspreet Singh Somal

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From: Customer Relations <customerrelations@nspower.ca>
Sent: Wednesday, 08 July 2026 18:46:11
To: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Cc: [REDACTED] Customer Relations <customerrelations@nspower.ca>
Subject: RE: DRO 6 July Open Dispute re Jaspreet Singh Account [REDACTED]

Mr. Farmer,

Access for the DRO has been granted on subject account# [REDACTED].

The first attachment is a copy of the account ledger for the subject account.

The second attachment is a copy of the meter reads obtained for the subject account.

Jaspreet connected service at [REDACTED] on August 21, 2025. NS Power has no record of Jaspreet contacting NS Power to disconnect service. The service was disconnected in Jaspreet Somal's name when a new occupant connected service on February 17, 2026.

The customer did not have paperless billing, so all invoices were sent to the mailing address of [REDACTED]
[REDACTED]

NS Power attempted to reach the customer regarding the closing balance on April 2, 2026 and a partial voicemail was left as the call was cut off. The account was released to a collection agency on April 8,

2026 when the balance remained unpaid.

It is NS Power's position that the customer has been billed appropriately, and the outstanding balance remains with a collection agency.

Teri

From: Jaspreet Somal [REDACTED]
Sent: July 6, 2026 3:38 PM
To: Customer Relations <customerrelations@nspower.ca>
Cc: nspdisputeresolution@gmail.com
Subject: Re: DRO 6 July Open Dispute re Jaspreet Singh Account [REDACTED]

****Exercise Caution** - This is an external email from [REDACTED]
Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.**

Dear Mr. Farmer,

Thank you for your email and for opening this matter. I have separately sent Nova Scotia Power Customer Relations written consent to release my account information, including statements, meter reading information, and computerized notes, to you for this dispute.

I look forward to reviewing Nova Scotia Power's position and the requested documentation once provided.

Sincerely,

Jaspreet Singh Somal

Brampton, Ontario

On Tue, Jul 7, 2026 at 12:06 AM Jaspreet Somal [REDACTED] > wrote:

Dear Teri,

I confirm my consent for Nova Scotia Power to release my account information, including account statements, meter reading information, and relevant computerized notes or notices for Account [REDACTED] to Don Farmer, Dispute Resolution Officer, for the purpose of resolving this dispute.

Please proceed with providing this information to the DRO at your earliest convenience.

Sincerely,

Jaspreet Singh Somal

Brampton, Ontario

On Mon, Jul 6, 2026 at 10:10 PM Customer Relations <customerrelations@nspower.ca> wrote:

Mr. Farmer,

Access for the DRO has not been granted on the subject account.

Jaspreet, if you wish to provide consent to release your account information to the Dispute Resolution Officer (DRO), please reply to this email stating your permission.

Teri

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Sent: July 6, 2026 11:34 AM
To: [REDACTED]; Customer Relations <customerrelations@nspower.ca>
Subject: DRO 6 July Open Dispute re Jaspreet Singh Account [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.)

nspdisputeresolution@gmail.com

Jaspreet Singh Somal; N.S.Power Customer Relations

Jaspreet

In response to your following email, 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.

If you have not already done so, please contact N.S. Power by telephone at 1-800-428-6230 and give them your consent, to release your account information, to me. Alternatively, N.S.Power may contact you by email seeking consent after they receive this email.

Please copy N.S.Power at the email address above on all future email to me. They will similarly copy you on their email to me related to this matter.

N.S.Power

Please provide me with N.S.Power's position in the matter as well as copies of relevant account statements, meter reading information, and relevant computerized

notes or notices.

Don Farmer, P.Eng.

Dispute Resolution Officer

From: Jaspreet Somal <[REDACTED]>
Sent: Sunday, July 5, 2026 10:41 AM
To: nspdisputeresolution@gmail.com
Cc: Nova Scotia Power <home@nspower.ca>
Subject: Escalation to Dispute Resolution Officer - Account [REDACTED] - Unanswered Dispute of May 27, 2026

Dear Dispute Resolution Officer,

Please find attached my formal escalation regarding Nova Scotia Power Account [REDACTED], following my written dispute of May 27, 2026, which remains unanswered after more than twenty business days. The escalation letter and supporting exhibits (A, B, C, D, E,H) are attached. I request written acknowledgment of receipt and a substantive response within ten business days. Please direct all correspondence to me in writing at this email address.

Sincerely,

Jaspreet Singh Somal

Brampton, Ontario

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4 attachments



Regulation 2.2 .pdf

27K



Regulation 5.1 Estimated Readings - Copy.pdf

30K



Regulation 6.4 - Copy - Copy.pdf

28K



Somal_25715723_DRO_Escalation Copy.pdf

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