



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260914001

Submitted on: Monday, September 14 2026 at 12:47:17 PM (ADT)

Contact Information

Name on account: Jillian Coxhead

Account number: [REDACTED]

Business contact:

Account address:

Address 1:	[REDACTED]
Address 2:	
City:	New Albany
Province:	NS
Postal code:	[REDACTED]
Country:	Canada

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: Sept 13th, 2026

Type of complaint: Billing Issues

Additional details: Nova Scotia power overbilled me , with a bill for 4 grande for 80 days. I disputed it and it still was said it was right. I was told my budget billing was 550 a month. I agreed to the 550 a month after the appeal , and then NSP comes back with a new budget amount of 811 a month , that's 1622.00 every two months saying my usage is now 600 a month. My recent bill was only 526 for two months. So clearly my usage isnt 600 a month. I disputed the 811 a month and NSP not the dro would drop it down to something I can manage. As I had agreed to 550 a month not 811 a month.

How do they want the complaint resolved? I just want my payment to be something I can manage. 811 is too much for anyone. I only make 1300 a month. I need a payment that can be managed and NSP refuses to lower it. I want my payment to be no more then the 550 a month and the 4 thousand dollar power bill for 80 days to be fixed. I did not use 291 kwh per day in March. That's just not possible. I need a reasonable payment plan not something that is going to make me homeless especially where I am disabled and the large bill was their mistake. Attached is the large bill. And my most recent one. There is clearly an issue with their mathing.

Supporting documents uploaded:

- Screenshot_20260901-123708.png
- Screenshot_20260901-123509~2.jpg

JILLIAN M COXHEAD

Service address

Domestic
Service from Jun 12 to Aug 13, 2026*nspower.ca/
billing*

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
	03B	38	69703.00	68064.00	1	1639
		24	4197.00	3291.00	1	906

Your meter was read on Aug 13, 2026**Billing date Aug 17** Includes payments received by Aug 17

Amount owing from last bill	7,071.21	
Balance owing after last payment		\$7,071.21

Energy charges:

Base Charge \$20.08/month	40.16	
Energy 2545 kWh x \$0.19128	<u>486.81</u>	
Total energy charges		526.97

Other charges

Tax: HST (11931 4938 RT)	73.78	
Provincial Rebate	<u>-47.43</u>	
Total other charges		26.35

**Your average cost of
electricity during this
period was \$8.50
per day before taxes.****Past electric use:**

Bill date	Energy used	No. of days	kWh per day
Aug 26	2545	62	41.0
Jun 26	4352	60	72.5
Apr 26	4852	42	115.5

Current Bill Amount:

\$700.00

Due date:

Mar 23, 2026



Nova Scotia Power Inc.

PO Box 848, Halifax Nova Scotia B3J 2V7

Any questions? Please call us at 1-800-428-6230

Weekdays 8am-6pm

www.nspower.ca

Account Number

Equal Bill Amount due Mar 23

\$700.00

JILLIAN M COXHEAD

Service address

Domestic

Service from Dec 12 to Mar 02, 2026

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
	03B	80	94087.00	70773.00	1	23314

Your meter was read on Mar 02, 2026

Billing date Mar 03

Includes payments received by Mar 03

Amount owing from last bill

2,716.78

Payment received Feb 24 - Thank you

-400.00

Balance owing after last payment

\$2,316.78

Energy charges:

Base Charge \$19.17/month

12.14

Base Charge \$19.17/month

38.98

Energy @ \$0.18561/kWh

1,027.72

Energy @ \$0.18187/kWh

3,233.10

Total energy charges

4,311.94

Other charges

Usage Adjustment

-982.25

GST/Harmonized Tax Adjust

-137.51

Adj Provincial Rebate

88.40

Tax: HST (11931 4938 RT)

603.67

Provincial Rebate

-388.08

Total other charges

-815.77

Total Account Balance

\$5,812.95

Equal Bill: Owing \$150.00	Current \$550.00	Due	\$700.00
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IMPORTANT: We are not applying late fees or penalties on outstanding

1

Web Access #

Billing process update:

nspower.ca/billing

Your average cost of electricity during this period was \$53.90 per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Mar 26	23314	80	291.4
Feb 26	5158	63	81.9
Dec 25	1025	64	16.0
Oct 25	4305	184	23.4
Aug 25	1960	63	31.1
Jun 25	2632	66	39.9
Apr 25	4438	56	79.3



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PO Box 848, Halifax Nova Scotia B3J 2V7

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Account Number

Equal Bill Amount due Mar 23

\$700.00

Enter payment amount

For Electronic Payments Only

Pay Now