

From: **Don Farmer** <nspdisputeresolution@gmail.com>

Date: Fri, Sep 11, 2026, 1:28 p.m.

Subject: DRO Final Written Decision re Jillian Coxhead Sept 2026 billing dispute

To: Jillian Atwell Coxhead [REDACTED]

Cc: NSP Customer Relations <customerrelations@nspower.ca>

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

Jillian Coxhead

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 have service from N.S.Power at [REDACTED]

That your current outstanding balance with N.S.Power is \$7,474.53

That a 21 Aug 2026 NSEB appeal of a previous DRO Decision is relevant and attached.

That the DRO instructed NS Power to review its calculation for your Equal Billing Plan or to establish a Payment Agreement. NS Power informed the DRO the next day that your \$550 monthly payment remains.

NS Power responded to the Board's IR-3 that the \$550/month was a budget settlement agreement for 36 months. NS Power explained that your ongoing usage is approximately \$364/month alone, and the arrears payment of \$197/month needs to be added for 36 months, totaling \$561,

That in a 21 Aug 2026, the NSEB advised you that *“Your Equal Billing amount remains at \$550 per month. The Equal Billing amount due on the August 2026 bill is \$3,400.”*

That you are "disputing the equal billing amount that NSP wants me to pay , as I was told by you and the energy board it is staying at 550 a month, but they called and said it's to be 811 a month now."

That N.S.Power indicate "As Ms. Coxhead had not been making the agreed-upon monthly payments of \$550, the NSEB directed Nova Scotia Power to contact her and work toward a reasonable payment arrangement that would facilitate repayment of the outstanding balance within an acceptable timeframe."

That N.S.Power indicate "In accordance with that direction, NS Power contacted Ms. Coxhead and offered a 36-month budget settlement arrangement. Under this proposal, the monthly payment would be \$811. Based on current consumption, monthly charges at the subject premises are approximately \$600. The remaining \$211 per month would be applied toward the outstanding arrears. Spread over 36 months, the arrears balance of \$7,474.53 equates to approximately \$207.63 per month.

That you indicate "I agreed to the 550 a month with the energy board. Not 811"

Board approved Regulations relevant to this matter are 2.2, 6.4, and 6.5 – copy attached.

N.S.Power has complied with NSEB direction and Board approved Regulations.
Final Written DRO Decision: N.S.Power has complied with NSEB direction and Board approved Regulations.

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, September 11, 2026 11:48 AM

To: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Subject: RE: 1 Sept email to the DRO from Jillian Coxhead re disputing my equal billing

From: Customer Relations <customerrelations@nspower.ca>
Sent: September 2, 2026 2:22 PM
To: nspdisputeresolution@gmail.com
Cc: Jillian Atwell Coxhead [REDACTED]; Customer Relations <customerrelations@nspower.ca>
Subject: RE: 1 Sept email to the DRO from Jillian Coxhead re disputing my equal billing

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.

Ms. Coxhead appealed the Dispute Resolution Officer's (DRO) previous Final Written Decision. In its decision dated August 21, 2026, the Nova Scotia Energy Board (NSEB) advised Ms. Coxhead: *"Your Equal Billing amount remains at \$550 per month. The Equal Billing amount due on the August 2026 bill is \$3,400."*

As Ms. Coxhead had not been making the agreed-upon monthly payments of \$550, the NSEB directed Nova Scotia Power to contact her and work toward a reasonable payment arrangement that would facilitate repayment of the outstanding balance within an acceptable timeframe.

In accordance with that direction, NS Power contacted Ms. Coxhead and offered a 36-month budget settlement arrangement. Under this proposal, the monthly payment would be \$811. Based on current consumption, monthly charges at the subject premises are approximately \$600. The remaining \$211 per month would be applied toward the outstanding arrears. Spread over 36 months, the arrears balance of \$7,474.53 equates to approximately \$207.63 per month.

It is NS Power's position that it has complied with the NSEB's direction by offering Ms. Coxhead an extended payment arrangement following the Board's decision with a proposed 36-month repayment plan.

Teri

From: Don Farmer <nspdisputeresolution@gmail.com>
Sent: September 2, 2026 12:53 PM
To: [REDACTED]; Customer Relations <customerrelations@nspower.ca>
Subject: 1 Sept email to the DRO from Jillian Coxhead re disputing my equal billing

****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.)
nspdispute_resolution@gmail.com

Jillian Coxhead; N.S.Power Customer Relations

Jillian

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, or by email at home@nspower.ca if your email address is already on file with them, and give them your consent, to release your account information, to me.

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: Jillian Atwell Coxhead <>

Sent: Tuesday, September 01, 2026 2:52 PM

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

Subject: disputing my equal billing

I am disputing the equal billing amount that NSP wants me to pay , as I was told by you and the energy board it's staying at 550 a month, but they called and said it's to be 811 a month now. My most recent bill is only 526 for two months, since they changed my meter. 811 a month is ridiculous and not possible for someone in my situation. I make 1300 a month and I continue to argue with NSP about a reasonable payment. First they say it's stay at 550 a month , now it's 811. I need my payments to remain the 550 a month or I want off the equal billing as this is grosse. Like I said my recent bill due Sept 8th is only 526 for TWO mths. And they want 811 a month. The math isn't mathing in my bills. Obviously I was being read wrong in previous month's and estimated wrong seeing as how once the digital meter got put on my bill went down drastically. I agreed to the 550 a month with the energy board. Not 811 .

Jillian Coxhead

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