



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260915001

Submitted on: Tuesday, September 15 2026 at 04:10:18 PM (ADT)

Contact Information

Name on account: Stephanie Jamieson
Account number: 1412661-9
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Complaint Information

DRO made decision on: 14 Sep 2026
Type of complaint: Metering Issues
Additional details: Please see attached.

How do they want the complaint resolved? I would like an investigation into how a power bill can go from \$100/month to \$400 a month. NS Power has attributed the increase to the installation of an energy efficient ducted heat pump in April 2025 despite the steps I've taken to increase energy efficiency. When I asked for a written decision from the DRO they attached a copy of the email thread. I have requested a physical copy which is being sent to me however I do not wish to delay at the risk of surpassing the 12 day appeal window.

Supporting documents uploaded:

- DRO Decision Jamieson, Stephanie.pdf
- Stephanie Jamieson Meter Reads.pdf
- Stephanie Jamieson Ledger.pdf
- Energy Assessment Energuide Rating Jan 2025.pdf
- Energy Assessment Energuide Sheet May 25.pdf
- NS Power DIspute.docx

Subject: Appeal of NS Power DRO Decision – Account [REDACTED]

Dear Nova Scotia Energy Board,

I am writing to appeal the Final Written Decision of Nova Scotia Power's Dispute Resolution Officer regarding my account at [REDACTED], Account [REDACTED]

I understand the DRO's explanation that estimated meter readings are eventually reconciled when an actual reading is obtained. After reviewing the meter-read information and account ledger provided by NS Power, I accept that the September 2025 bill was a reconciliation of the earlier estimated readings.

However, I am appealing because I believe there are still important questions about the **actual consumption, the unusually large increase in usage, and the circumstances that caused the accumulated balance** that were not adequately addressed in the DRO decision.

1. The actual meter readings show a very significant change in consumption

NS Power's meter records show:

Period	Actual usage	Days	Approx. kWh/day
Nov. 22, 2024 – Jan. 24, 2025	3,058 kWh	63	48.5
Jan. 24 – Mar. 24, 2025	2,660 kWh	59	45.1
Mar. 24 – Sept. 19, 2025	5,687 kWh	179	31.8
Sept. 19 – Nov. 19, 2025	2,363 kWh	61	38.7
Nov. 19, 2025 – Jan. 23, 2026	5,326 kWh	65	81.9
Jan. 23 – Mar. 24, 2026	6,121 kWh	60	102.0
Mar. 24 – May 22, 2026	2,981 kWh	59	50.5
May 22 – July 22, 2026	1,787 kWh	61	29.3

The particularly significant change is during the winter periods:

Nov. 2024–Mar. 2025: approximately 45–49 kWh/day

compared with

Nov. 2025–Mar. 2026: approximately 82–102 kWh/day.

That is roughly **double the previous daily consumption** during those two winter billing periods.

I understand that my ducted heat pump would increase electricity consumption because it replaced some oil heating. My concern is whether the heat pump reasonably explains the **magnitude** of this increase.

2. The EnerGuide assessments raise a legitimate question about the magnitude of the increase

My December 2024 EnerGuide assessment, before the heat pump, estimated:

- Total annual energy consumption: **154 GJ**
- Oil: **111 GJ**
- Electricity: **43 GJ**

The May 2025 assessment, after the heat pump installation, estimated:

- Total annual energy consumption: **63 GJ**
- Electricity: **63 GJ**

Therefore:

154 GJ – 63 GJ = 91 GJ reduction in total modeled annual energy consumption

while:

63 GJ – 43 GJ = 20 GJ increase in modeled electricity consumption.

That represents approximately a **59% reduction in total modeled energy consumption**, while modeled electricity consumption increased by approximately 47%.

I recognize that EnerGuide is a standardized model and does not predict my actual NS Power bill. I am not suggesting that it proves my electricity usage should have been lower. I am asking the Board to consider it as independent evidence that the magnitude of the change deserves examination rather than simply being attributed to the heat pump.

3. The Equal Billing issue is also important to the resulting balance

NS Power has acknowledged that, because of the cybersecurity incident, the normal July 2025 and January 2026 Equal Billing reviews did not occur.

My monthly Equal Billing amount remained approximately **\$102–\$103** during this period, while my actual consumption was accumulating.

The account ultimately reached a balance of **\$3,829.77** by June 25, 2026. I subsequently paid **\$3,000 and \$500**, leaving a balance of **\$627.85**. The ledger confirms the current balance of \$627.85.

I understand that I remain responsible for electricity I actually consumed. My concern is whether the circumstances surrounding the delayed Equal Billing reviews and the extraordinary increase in consumption should be taken into consideration when determining how this accumulated balance should be resolved.

What I am asking the Board to review

I am respectfully asking the Board to independently review:

1. Whether the actual meter readings and resulting consumption calculations are correct;
2. The significant increase from approximately **45–49 kWh/day before the heat pump** to **82–102 kWh/day during the following winter**;
3. Whether the heat pump reasonably accounts for the magnitude of that increase;
4. The effect of the missed Equal Billing reviews during the cybersecurity incident; and
5. Whether the resulting balance and proposed payment amount should be reconsidered in light of these circumstances.

I am not asking to avoid paying for electricity that I actually used. I am asking for an independent review of the evidence and the circumstances that produced this unusually large balance.

I have attached the NS Power ledger, meter-read record, EnerGuide assessments, and the DRO's Final Written Decision for the Board's consideration.

Thank you for reviewing my appeal.

Sincerely,

Stephanie Jamieson

