



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260919001

Submitted on: Saturday, September 19 2026 at 09:19:06 PM (ADT)

Contact Information

Name on account: Amritpal kaur

Account number: [REDACTED]

Business contact:

Account address: Address 1: [REDACTED]

Address 2:

City: Halifax

Province: Nova scotia

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: 14 september 2026

Type of complaint: Billing Issues

Additional details: Dear Nova Scotia Energy Board, I am formally appealing the Dispute Resolution Officer's decision dated September 14, 2026. My appeal is based strictly on Nova Scotia Power's failure to execute mandatory billing processes under Board Regulation 5.3. Per Regulation 5.3, Equal Billing Plan payment amounts must be reviewed and adjusted twice a year, specifically in January and July. I enrolled in the plan in January 2025. Nova Scotia Power failed to perform the required account reassessment and payment adjustment in July 2025. Due to their internal cyber incident delays, they did not update my plan until January 2026. By skipping the scheduled July 2025 review cycle, the company allowed a deferred balance to accumulate excessively on my 1-bedroom apartment without procedural intervention. Because my automated payment remained unchanged at \$179.00, I was misled into believing my account was stable. I have proactively set up a 24-month arrangement to keep the account in good standing under protest. I request that the Board review this specific timeline failure and order a fair write-down of the resulting \$4,038.08 balance. Sincerely, Amritpal Kaur

[REDACTED]

How do they want the complaint resolved? Dear Nova Scotia Energy Board, I am formally appealing the Dispute Resolution Officer's decision dated September 14, 2026. My appeal is based strictly on Nova Scotia Power's failure to execute mandatory billing processes under Board Regulation 5.3. Per Regulation 5.3, Equal Billing Plan payment amounts must be reviewed and adjusted twice a year, specifically in January and July. I enrolled in the plan in January 2025. Nova Scotia Power failed to perform the required account reassessment and payment adjustment in July 2025. Due to their internal cyber incident delays, they did not update my plan until January 2026. By skipping the scheduled July 2025 review cycle, the company allowed a deferred balance to accumulate excessively on my 1-bedroom apartment without procedural intervention. Because my automated payment remained unchanged at \$179.00, I was misled into believing my account was stable. I have proactively set up a 24-month arrangement to keep the account in good standing under protest. I request that the Board review this specific timeline failure and order a fair write-down of the resulting \$4,038.08 balance. Sincerely, Amritpal Kaur

Supporting documents uploaded: • Gmail - DRO Final Written Decision re Amritpal Kaur consumption_billing dispute.pdf