



AK Brar [REDACTED]

DRO Final Written Decision re Amritpal Kaur consumption/billing dispute

1 message

Don Farmer <nspdisputeresolution@gmail.com>

14 September 2026 at 10:57

To: AK Brar [REDACTED]

Cc: 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*****Amritpal Kaur**

After review and consideration of all of the following and attached, my Final Written Decision in the matter follows.

I will begin by stating my role 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 had service from N.S.Power from Oct 2024 to 15 Aug 2026 at [REDACTED]; that you now have service [REDACTED] that you are disputing your billing for [REDACTED] that the premise is a1 BR apartment; that you indicate "We are now being hit with a \$4000 bill" (\$4038.08 outstanding balance per attached ledger); that the attached ledger indicates that you have carried an outstanding balance of over \$1000.00 since April 2025; that you indicate "We are disputing this entire outstanding balance based on systemic corporate administrative failures, lack of mandatory regulatory notifications, and a highly probable shared/crossed utility meter layout"; that you indicate "When I joined Equal Billing, I was told my payment would be checked every six months. Because of the cyber incident, this never happened for almost two years, and I was never told that my \$179 monthly payment was not covering my usage"; that you indicate "It is not realistic for us to use the amount of electricity that created a \$4,038 balance; that N.S.Power indicates "The Equal Billing Plan is designed to help customers manage their household budgets by distributing the estimated annual cost of electricity usage into twelve equal monthly payments. Payment amounts are calculated based

on the property's historical electricity consumption and are reviewed twice throughout the year to ensure they remain aligned with actual usage."; that N.S.Power indicate "Due to the 2025 Cyber Incident, NS Power required a full twelve months of consumption data before conducting account reviews and recalculating Equal Billing Plan amounts"; that N.S.Power indicates "Each bill clearly identifies both the total account balance and the monthly Equal Billing Plan payment amount."; that you indicate "This makes me worry that the meter might be crossed or shared with another unit."; that you indicate "This early high usage, combined with the lack of investigation and the landlord's repeated dismissal of our concerns, raises further concern that the meter may have been crossed or serving other areas of the building. I wanted to ensure this information is included in your review."; that N N.S.Power's responsibility is to deliver power to the metering point. They have no role or responsibility with respect to how that energy is consumed on the premise; that I Instructed N.S.Power to test your serving meter for accuracy; and thaat test results indicate that meter # 2090243 is operating within prescribed accuracy limits.

Board approved Regulations relevant to this matter are 5.3, 5.5, 6.4, and 6.7 copy attached. Also relevant and attached are the Electricity and Gas Inspection Act Regulations.

Regulation 5.3 states in part "An Equal Billing Plan customer shall be billed monthly. The monthly billing amount shall be set twice in a year in January and July based upon the average kilowatt hour usage of the customer at the premises to which the application relates for the preceding 12 month period, and as adjusted for normal weather. If the customer does not have the required 12 month period history at the premises ,the Company shall estimate the amount of the monthly bill."

Your dispute is a "consumption dispute". A fundamental point I must make in such disputes is that N .S.Power's responsibility is to deliver power to the metering point. They have no role or responsibility with respect to how that energy is consumed on the premise . On-premise usage is a function of lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors well beyond N.S.Power's ability to address or control (outside temperatures, faulty wiring, ground faults, theft of power). Meter accuracy thus becomes the "acid test " in determining if appropriate usage is being billed. The test to confirm meter accuracy is an "as found" meter accuracy test, performed by N.S.Power in their Measurement Canada accredited meter shop, followed by a meter test by Measurement Canada if the Customer wishes to have an independent meter test performed

N.S.Power tested your serving meter [REDACTED] for accuracy and found that it to be operating within prescribed accuracy limits.

Final Written Decision: In the context of Board approved Regulation 5.3 and 5.5, and the Electricity and Gas Inspection Act Regulations, N.S Power has appropriately billed the Customer for on-premise consumption at [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

PS

You may not accept the results of the N.S. Power meter test, as I have accepted them, and wish to have the meter tested by Measurement Canada.

Regulation 5.5 of the Regulations that govern N.S. Power's operations, as approved by the Board., stipulates that if a customer disputes the amount of electricity consumed from the meter, the following shall occur:

- a) Initiate a check on the meter reading to ensure the original reading was correct and advise the customer.
- b) If the customer is not satisfied, the Company shall do an "As found Meter Test" on the meter in the Company's Measurement Canada certified facility to verify the reading is within the allowed tolerances, and advise the customer of the results. .
- c) If the customer is still not satisfied, the customer may request an independent meter test be performed by Industry Canada (Measurement Canada).

Steps (a) and (b), as well as a review of the matter by the DRO per Regulation 6.4, is hereby complete. Regulation 5.5 (c) indicates you may request the meter be tested by Measurement Canada. The Board may require you to complete the Measurement Canada test before considering or ruling on your appeal to this decision.

The local office of Measurement Canada can be contacted via : [File a measurement-related complaint](#) . If you elect to proceed to Measurement Canada, they will upon receipt of your request, formalize a written process of notification to both you and N.S. Power to arrange to retrieve the disputed meter from N.S. Power for an official test. NSPI Regulation 6.7 titled Dispute Test, indicates that upon notice from Measurement Canada, N.S. Power will arrange to ship the disputed meter to Measurement Canada for testing. When testing is complete, a written report on findings will be provided by Measurement Canada to both N.S. Power and you - their Customer. If the meter is found to be accurate, N.S. Power will charge you a fee as outlined in the Board approved Schedule of Charges Section 7.1. The current fee is \$ 55 .00 for a satisfactory meter test result. If the meter is found to be outside the allowable limits, Measurement Canada will provide details as to the level of inaccuracy for required account adjustment. In the latter case, the \$ 55 .00 fee would not be charged.

From: Customer Relations <customerrelations@nspower.ca>
Sent: Friday, September 11, 2026 3:16 PM
To: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Cc: [REDACTED]; Customer Relations <customerrelations@nspower.ca>
Subject: RE: Subject: Clarification of Highlighted Statements

Mr. Farmer,

The first attachment is a copy of the tests results on the meter that previously serviced the subject premises, Meter # [REDACTED]

The second attachment is a letter to the customer advising of the results of the meter test.

Teri

From: AK Brar <[REDACTED]>
Sent: September 5, 2026 10:34 PM
To: Don Farmer <nspdisputeresolution@gmail.com>
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: Subject: Clarification of Highlighted Statements

****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 message. I would like to clarify the apparent conflicts in the highlighted statements.

1. Move-in / Move-out dates

I moved into [REDACTED] in October 2024 and lived there until August 15, 2026, when I moved out.

The statement from NS Power saying I "just moved" refers to my new address at [REDACTED] address.

I lived at [REDACTED] for almost two years before relocating.

2. Equal Billing timeline

I enrolled in the Equal Billing Plan in January 2025, as NS Power stated.

My concern is that the required 6-month reviews did not occur for almost two years.

This caused the deferred balance to grow without my knowledge, even though I paid the fixed monthly amount every month.

I hope this resolves the conflicts so the investigation can continue.

Sincerely,
Amritpal Kaur

Le sam. 5 sept. 2026 à 16:31, Don Farmer <nspdisputeresolution@gmail.com> a écrit :

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

nspdisputeresolution@gmail.com

Amritpal Kaur, N.S.Power Customer Relations

Please address the apparent conflict in the following highlighted statements.

Don Farmer, P.Eng.
Dispute Resolution Officer

From: AK Brar
Sent: Saturday, August 22, 2026 11:09 AM
To: Customer Relations
Cc: nspdisputeresolution@gmail.com
Subject: Fw: Re: DRO 20 Aug re Amritpal Kaur billing dispute re Account [REDACTED] 1

Mr. Farmer,

I also want to bring to your attention that when we first moved into [REDACTED] in October 2024, our first two months of billing were approximately \$600, even though we were not using heat, the dryer was not working for the first 20–25 days, and our electricity usage was very minimal.

I have attached a copy of bill for your review

The bill for Oct 02 to Oct 28 shows 943 kWh used in only 26 days, which is 36.3 kWh per day, and the total amount due was \$565.37. Because this amount was not realistic for a one-bedroom basement apartment, I contacted Nova Scotia Power at the time to report the unusually high bill and ask for a solution. Instead of investigating the cause of the abnormal usage, NS Power only offered us the Equal Monthly Billing plan.

We also contacted our landlord multiple times about the unusually high bills. At that time, they were out of the city and did not address our concerns. When we later spoke to them in person, they dismissed the issue and told us it was “normal” to have bills like this, even though our usage was extremely low.

This early high usage, combined with the lack of investigation and the landlord’s repeated dismissal of our concerns, raises further concern that the meter may have been crossed or serving other areas of the building. I wanted to ensure this information is included in your review.

Sincerely,
Amritpal Kaur

Le ven. 21 août 2026 à 14:09, Customer Relations <customerrelations@nspower.ca> a écrit :

Mr. Farmer,

Repeating NS Power's previous reply as not attached in below email thread.

At this time, the Budget Billing Plan has been removed from the account following discussions with our Customer Care team.

If Ms. Kaur would like to return to an Equal Monthly Billing Plan, NS Power can offer a 24-month arrangement at \$207.00 per month. This amount would include both the electricity costs for her new residence at [REDACTED] as well as the outstanding arrears, which would be spread over the 24-month period.

Please note that Ms. Kaur has only just moved to this address. As a result, the monthly payment amount is based on an estimate of the property's electricity consumption over the past year. Actual usage may differ from that of the previous occupant, and Ms. Kaur's consumption patterns may result in higher or lower costs.

We recommend that she monitor her electricity usage periodically to ensure that the monthly payments remain sufficient to cover her ongoing consumption. If there are any concerns, she can contact our Customer Care to discuss whether her monthly payment should change.

If Ms. Kaur would like to return to the above Equal Monthly Billing Plan, this would begin with the next meter read at the property which would be approximately September 13th with a due date 20 days after the billing print date.

NS Power has ordered Meter [REDACTED] for removal and accuracy testing. Once complete, test results will be provided to both the DRO and the Customer.

Teri

From: AK Brar <[REDACTED]>
Sent: August 20, 2026 11:49 AM
To: nspdisputeresolution@gmail.com
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: Re: DRO 20 Aug re Amritpal Kaur billing dispute re 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.**

Mr. Farmer,

I would like to inform you that I moved out of the service address at [REDACTED] on August 15th. Since I am no longer living at the property, I am not able to perform the "main switch OFF" test or access the meter myself.

As you recommended, I have already contacted my landlord to ask whether meter [REDACTED] may be connected to any other units or common areas. I will share any information I receive.

Thank you for continuing to review my case.

Sincerely,

Amritpal Kaur

Le jeu. 20 août 2026 à 11:08, <nspdisputeresolution@gmail.com> a écrit :

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

nspdispute_resolution@gmail.com

Amritpal Kaur; N.S.Power Customer Relations

Amritpal

Board approved Regulations 5.1, 5.3, 5.5, 6.4, and 6.7 are relative to this matter. Also relevant and attached are the Electricity and Gas Inspection Act Regulation.

Your dispute is a "consumption dispute". A fundamental point I must make in such disputes is that **N.S.Power's responsibility is to deliver power to the metering point. They have no role or responsibility with respect to how that energy is consumed on the premise**. On-premise usage is a function of lifestyle, heating systems, appliances, and other equipment used, as well as a range of other factors well beyond N.S.Power's ability to address or control (outside temperatures, faulty wiring, ground faults, theft of power). **Meter accuracy thus becomes the "acid test" in determining if appropriate usage is being billed.** The test to confirm meter accuracy is an "as found" meter accuracy test, performed by N.S.Power in their Measurement Canada accredited meter shop, followed by a meter test by Measurement Canada if the Customer wishes to have an independent meter test performed

I will Instruct N.S.Power to test your serving meter for accuracy

You may wish to ask your landlord to confirm that there are no other areas (halls, common areas , etc.) served via your meter. She/he may have to have an electrician review the matter to absolutely confirm that point – however, you could also throw you main switch to OFF and check to see if other areas of the building are impacted.

You may also wish to discuss your energy consumption with Efficiency Nova Scotia.

N.S.Power

N.S.Power is hereby Instructed to test the meter # [REDACTED] 3 for accuracy and report test results to the Customer and the DRO.

When will the go-forward monthly Equal Billing amount for this Account/Customer be due ?

Don Farmer, P.Eng.

Dispute Resolution Officer

From: AK Brar <[REDACTED]>
Sent: Wednesday, August 19, 2026 2:18 PM
To: nspdisputeresolution@gmail.com
Cc: customerrelations@nspower.ca
Subject: Re: DRO 19 Aug re Amritpal Kaur billing dispute re Account [REDACTED]

Dear Mr. Farmer,

Thank you for reviewing my dispute. I want to explain my situation simply.

When I joined Equal Billing, I was told my payment would be checked every six months. Because of the cyber incident, this never happened for almost two years, and I was never told that my \$179 monthly payment was not covering my usage. I kept paying every month exactly what Nova Scotia Power told me to pay. I did read my bills

every month, but I understood the balance shown as the yearly total for the Equal Billing Plan, not an amount I personally owed. I believed I was fully covered because I was paying the fixed monthly amount. I also live in a one-bedroom basement apartment with only two people.

Moreover, it is not realistic for us to use the amount of electricity that created a \$4,038 balance. This makes me worry that the meter might be crossed or shared with another unit. I cannot afford a sudden bill this large, especially when I was never warned and was paying every month. I respectfully ask that these issues be considered in your decision.

Sincerely,
Amritpal Kaur

Le mer. 19 août 2026 à 14:00, <nspdisputeresolution@gmail.com> a écrit :

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

nspdispute_resolution@gmail.com

N.S.Power Customer Relations

What will the go-forward monthly Equal Billing amount for this Account/Customer be per Board approved Regulation 5.3 ?

Don Farmer, P.Eng.

Dispute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>

Sent: Wednesday, August 19, 2026 12:15 PM

To: nspdisputeresolution@gmail.com

Cc: [REDACTED]; Customer Relations <customerrelations@nspower.ca>

Subject: RE: 18 Aug email messages to the DRO from Amritpal Kaur re Formal Billing Dispute – Account [REDACTED] – Structural Billing Negligence

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.

The customer enrolled in Nova Scotia Power 's Equal Billing Plan (Budget Billing) in January 2025, with the plan taking effect on the February 2025 billing cycle. The Equal Billing Plan is designed to help customers manage their household budgets by distributing the estimated annual cost of electricity usage into twelve equal monthly payments. Payment amounts are calculated based on the property's historical electricity consumption and are reviewed twice throughout the year to ensure they remain aligned with actual usage.

Due to the 2025 Cyber Incident, NS Power required a full twelve months of consumption data before conducting account reviews and recalculating Equal Billing Plan amounts. Meter connections have since been restored, and account reviews are now being completed through normal operational processes.

The customer is enrolled in Paperless Billing, and all invoices are delivered electronically to the email address on file. Each bill clearly identifies both the total account balance and the monthly Equal Billing Plan payment amount. If at any time, the customer is concerned about the Equal Billing amount may not be enough to cover the power use for the year, they can reach out to our Customer Care Team. They can discuss whether the monthly payment should change.

It is NS Power's position that the customer has been billed appropriately.

Teri

From: AK Brar <[REDACTED]>
Sent: August 18, 2026 3:35 PM
To: Customer Relations <customerrelations@nspower.ca>
Cc: nspdisputeresolution@gmail.com
Subject: Re: 18 Aug email messages to the DRO from Amritpal Kaur re Formal Billing Dispute – Account [REDACTED] – Structural Billing Negligence

**** 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 Teri and Mr. Farmer,

I hereby provide my explicit, full consent and permission to release all of my account information, historical billing statements, meter reading files, and relevant computerized notes or notices directly to the Dispute Resolution Officer, Don Farmer, P. Eng., for investigation.

Thank you,

Le mar. 18 août 2026 à 15:30, Customer Relations <customerrelations@nspower.ca> a écrit :

Mr. Farmer,

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

Amritpal, 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: August 18, 2026 3:19 P

To: [REDACTED] Customer Relations <customerrelations@nspower.ca>

Subject: [REDACTED] all messages to the DRO from Amritpal Kaur re Formal Billing Dispute – Account [REDACTED] – Structural Billing Negligence

**** 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

Amritpal Kaur; N.S.Power Customer Relations

Amritpal

In response to your following and attached 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. 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: AK Brar <[REDACTED]>
Sent: Tuesday, August 18, 2026 2:01 PM
To: nspdisputeresolution@gmail.com
Subject: Subject: Formal Billing Dispute – Account [REDACTED] Structural Billing Negligence

Dear Dispute Resolution Officer,

I am writing to launch a formal billing dispute regarding the final closing balance of **\$4,038.08** attached to Account Number [REDACTED] for the service address [REDACTED]

We are disputing this entire outstanding balance based on systemic corporate administrative failures, lack of mandatory regulatory notifications, and a highly probable shared/crossed utility meter layout.

We demand an immediate management review, an onsite technical investigation, and a significant balance write-down based on the following concrete facts:

1. Failure of Mandatory 6-Month Equal Billing Reassessments

We enrolled in the Equal Billing plan with the explicit regulatory understanding that Nova Scotia Power would reassess our actual electricity consumption every six months. Your company failed to perform these mandatory adjustments, allowing a massive \$4,038.08 deferred ledger balance to silently accumulate behind the scenes over nearly two years without our knowledge.

2. Administrative Negligence Due to the Corporate Cyber Incident

As explicitly noted on our recent statements, Nova Scotia Power suffered a massive system-wide cyber incident and data breach. Because your billing infrastructure was compromised, your department failed to send us a single written letter, proactive email alert, or clear administrative assessment warning that our fixed payments of \$179.00 were failing to keep pace with winter heating costs. By hiding this balance from us due to your internal technical crisis, you stripped away our consumer right to monitor our liabilities and we could have found another solution.

3. Immaculate Customer Payment History

Our billing records prove that we are not default consumers. We have consistently maintained automated monthly installments. We paid exactly what Nova Scotia Power commanded us to pay. It is an egregious breach of consumer protection to penalize a household with a \$4,000 surprise bill because your own systems failed to properly calculate your corporate invoices.

4. Clear Mathematical Impossibility (Crossed/Shared Metering)

A \$4,038.08 accumulation on top of regular monthly payments for a modest, 1-bedroom semi-basement apartment is a physical and mathematical impossibility. This extreme usage surge heavily indicates that our basement meter has been crossed with the upstairs apartments or is directly capturing the landlord's main building operations.

Immediate Actions Demanded:

1. Place an immediate **"Dispute Hold "** on this closed account so no late fees accumulate and our personal credit rating is legally protected during this active investigation.
2. Issue a **formal review of the balance history** from the date of initial account opening.
3. Dispatch an **onsite technician** to verify that our basement meter was not actively sharing a grid line with other tenants in the building.

If Nova Scotia Power refuses to acknowledge its structural negligence during the data breach blackout period, we will immediately escalate this complete paper trail, including our screenshot logs, straight to the **Nova Scotia Utility and Review Board (NSUARB) Tribunal** for a formal regulatory hearing.

We expect an official dispute tracking number and a written response within 5 business days.

Sincerely,

Amritpal Kaur**Phone Number:** [REDACTED]**Service Address:** [REDACTED]

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----- Forwarded message -----

From: AK Brar <[REDACTED]>

To: "nspdissolution@gmail.com" <nspdissolution@gmail.com>

Cc:

Bcc:

Date: Tue, 18 Aug 2026 16:18:15 +0000

Subject:

Hello,

My name is Amritpal kaur, phone number is [REDACTED] email is [REDACTED]

We lived in a 1-bedroom apartment and have paid \$179/month on Equal Billing. Nova Scotia Power failed to perform our mandatory June assessment due to the data breach.

We are now being hit with a \$4,000 final bill. This amount is unverified, based on faulty seasonal estimates, and mathematically impossible for a unit of our size. We require a formal investigation and a hold on our account

Let me know if you need more information.

Thank you

8 attachments



Amritpal Kaur Meter Test Results.pdf

71K



Amritpal Kaur Meter Test results letter.pdf

157K



Amritpal Kaur Ledger Copy.pdf

230K



noname.eml

8K



Regulation 5.3.pdf

32K



Regulation 5.5 - Copy - Copy.pdf
30K



Regulation 6.4 - Copy - Copy.pdf
28K



Regulation 6.7 - Copy.pdf
26K