



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 261008001

Submitted on: Thursday, October 08 2026 at 01:58:52 PM (ADT)

Contact Information

Name on account: Cinia Djenakovic

Account number: [REDACTED]

Business contact:

Account address:

Address 1:	[REDACTED]
Address 2:	[REDACTED]
City:	[REDACTED]
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: 2026/Oct/07

Type of complaint: Billing Issues

Additional details: I am appealing the Final Written Decision of Nova Scotia Power's Dispute Resolution Officer, Don Farmer, P.Eng., concerning my approximately \$2,835.44 outstanding balance. I am not refusing to pay for electricity that I actually consumed. I am prepared to pay verified charges that are properly owed. My dispute concerns whether Nova Scotia Power properly classified and administered my account, whether meter readings and estimates were handled appropriately, whether the resulting charges were properly reconciled, whether the investigation of my complaint was complete, the regulatory basis for the \$150 security deposit, and the affordability and basis of the proposed repayment arrangement. When I established service in July 2025, this property became my permanent, year-round residence. I specifically recall telling Nova Scotia Power during the account-opening telephone call that I would be living at the property year-round. Nova Scotia Power has since stated that the premises had historically been seasonal and that the seasonal classification remained in place. I respectfully dispute whether simply carrying forward a prior seasonal classification complied with Regulation 3.

3, which concerns premises occupied intermittently and where Nova Scotia Power is satisfied that the premises are not the customer's permanent or primary residence. The account was eventually changed to regular billing, but only after the disputed balance had accumulated. I therefore ask the Board to consider not only whether the seasonal classification was appropriate at the outset, but also whether Nova Scotia Power's classification and billing practices materially contributed to the accumulation of arrears before I had a reasonable opportunity to understand or respond to the true level of consumption. I previously requested that Nova Scotia Power preserve and review the July 2025 account-opening call and associated records. The DRO's Final Written Decision does not indicate that this recording or equivalent account-opening evidence was obtained, reviewed or considered. I therefore ask the Board to consider whether Nova Scotia Power's investigation complied with Regulation 6.4

and whether the evidentiary record was sufficiently complete to determine the Regulation 3.3 issue. Nova Scotia Power provided meter history for meter [REDACTED] showing September 18, 2025 - reading 150 - 0 kWh billed; May 22, 2026 - reading 13,554.53 - 13,405 kWh; July 16, 2026 - reading 14,349 - 795 kWh; and September 16, 2026 - reading 14,699 - 350 kWh. Nova Scotia Power confirmed that the September 2025 reading was estimated and that no usage was charged on that bill. The May 2026 reading was then treated as a true reading and reconciliation of previously unbilled usage. I ask the Board to review whether the handling of the September 2025 estimated reading and subsequent reconciliation complied with Regulations 4.1, 5.1, 5.2 and, if applicable, 5.5. Nova Scotia Power also advised that remote communication with the meter was not functioning during part of this period and later resumed. The meter is an OpenWay Riva smart meter capable of AMI/remote communication, and later readings were obtained remotely. I therefore ask Nova Scotia Power to identify the precise period during which remote communication was unavailable, when communication resumed, whether actual meter information became available before the May 2026 reconciliation, and whether any AMI, billing-interface, account-coding or administrative issue prevented available meter data from being incorporated into regular ongoing bills. T

here is also a question concerning physical meter-reading access. In September 2026, a Nova Scotia Power meter reader identified as Mike advised that meter readers do not normally walk into the property when the gate is closed because the meter is considered too far away. The meter is approximately a two-minute walk from the gate and pedestrian access is available. I am not asking the Board to adjudicate an employee's conduct. I ask the Board to consider this issue only in determining what efforts Nova Scotia Power made to obtain an actual reading while remote communication was unavailable. I request that Nova Scotia Power identify whether a physical meter-reading attempt was scheduled or made, whether access was recorded as unavailable,

whether the gate was recorded as an obstacle, and what data was used to generate the September 2025 estimate that resulted in 0 kwh billed consumption. I also ask Nova Scotia Power to reconcile the physical-access explanation with the later confirmation that the meter was capable of remote communication and was subsequently read remotely. Nova Scotia Power provided a meter-history screen containing a field labelled "U/R" with codes "A" and "R." The September 2025 entry displays an "A" code even though Nova Scotia Power has stated that the reading was estimated. I am not assuming what those codes mean and I am not alleging that records were altered. I ask that Nova Scotia Power explain the codes, identify the source of each reading, and provide the relevant underlying meter-reading history and account/rate-class history, including when the seasonal classification was applied and when it was later changed. The billing history itself also raises concerns. Earlier bills were considerably lower, including an initial bill of approximately \$86.66 and a later bill of approximately \$192 including tax. Substantial electricity consumption then accumulated without being reflected through regular ongoing billing before the large May 2026 reconciliation. I respectfully ask the Board to consider whether Nova Scotia Power's classification, estimated billing, meter-communication issues or account administration prevented me from receiving a timely and accurate picture of my consumption and therefore deprived me of the opportunity to manage my electricity use before a large balance accumulated. Nova Scotia Power has stated that approximately 14,200 kwh of consumption was used to calculate projected current monthly usage of approximately \$259. The figures of 13,405 kwh and 795 kwh do total 14,200 kwh, but documentation has also described this as "Total kwh use for 2025: 14200." I ask that Nova Scotia Power identify the exact beginning and ending dates represented by the 14,200 kwh figure and correct any inaccurate description of that period. I also ask Nova Scotia Power to explain why earlier payment proposals used approximately \$160 per month as the projected current-use

component, while the later proposal used approximately \$259 per month. Because that projected amount forms most of the proposed monthly payment, the Board should require Nova Scotia Power to identify the consumption data, billing period, rates and calculations used to arrive at each figure. Nova Scotia Power proposed an Equal Monthly Budget Settlement Agreement requiring a \$1,000 initial payment and approximately \$336 per month for 24 months, consisting of approximately \$259 projected current usage and \$77 toward arrears. Earl

ier proposals included approximately \$236 per month over 24 months following a \$1,000 down payment. I receive Disability Support and live on a limited fixed income. If the Board determines that all or part of the arrears is properly payable, I ask that the Board consider whether Regulation 6.5 requires a reasonable payment arrangement consistent with my actual ability to pay. I also request a determination regarding the \$150 security deposit under Regulation 6.6. The DRO identified Regulation 6.6 as relevant, and the Final Written Decision records that Nova Scotia Power holds a \$150 deposit, but the operative conclusion does not specifically determine whether the deposit was properly required or retained. I ask the Board to determine the regulatory basis on which the deposit was originally required, whether Nova Scotia Power relied upon any prior credit history when it was imposed, whether any later payment history was affected by the disputed seasonal classification and accumulated balance, and whether Nova Scotia Power has a continuing basis to retain the deposit. The DRO identified Regulations 2.2, 3.3

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How do they want the complaint resolved?

I respectfully request that the Board provide a complete resolution of this dispute that corrects any errors in the classification, billing, meter-reading, account administration, security deposit, and repayment treatment of my account. First, I ask that the Board determine whether Nova Scotia Power improperly continued the seasonal classification when I established service in July 2025 even though the property became my permanent, year-round residence. If the seasonal classification was not properly applied, I request that Nova Scotia Power correct the account history and recalculate the account as necessary to remove any charges, consequences, or payment requirements that resulted from that error. I request that my account remain on regular year-round residential billing going forward, with meter readings and current electricity charges handled on the normal billing cycle and based on actual usage whenever reasonably possible. I also request that Nova Scotia Power be required to produce and consider, if still available, the July 2025 account-opening recording and related account notes so that the Board can determine what Nova Scotia Power was told when service was established.

I request a complete review of the approximately \$2,835.44 disputed balance. Nova Scotia Power should be required to clearly identify and verify each component of that balance and distinguish between ordinary current consumption, delayed seasonal billing, estimated billing, reconciliation following an actual meter reading, and any other adjustment. If any part of the disputed balance resulted from an improper classification, billing error, improper estimate, failure to apply the Regulations correctly, or other account-administration error, I request that the affected amount be removed or credited to the account. I also request that Nova Scotia Power provide a complete and understandable meter-reading history, including which readings were actual, estimated, remotely obtained through AMI, manually obtained, or later corrected; the dates of any remote-meter communication failures; when remote communication resumed; and any available

field-access or meter-reader notes. I request that the Board require Nova Scotia Power to resolve the inconsistency between the meter-access explanation and the smart-meter/AMI history, including whether the gate actually prevented meter readings, whether reasonable physical reading attempts were made while remote communication was unavailable, and whether any AMI, billing-system, account-coding, or administrative problem prevented actual usage from being billed normally as it accumulated. I further request that Nova Scotia Power explain why a substantial amount of electricity was allowed to accumulate without being reflected in regular ongoing bills, thereby depriving me of the opportunity to see the true level of consumption and respond to it before a large balance accumulated. I request clarification and correction of the 14,200 kWh figure used to calculate projected current consumption, including the exact beginning and ending dates represented by that figure. I also request a clear explanation for the change in Nova Scotia Power's projected current-use amount from approximately \$160 per month to approximately \$259 per month. I do not want an artificial projected current-use amount imposed without adequate support. Going forward, I request that my regular current electricity charges be based on actual consumption and clearly separated from repayment of any historical arrears. I request a specific determination concerning the \$150 security deposit. Nova Scotia Power should be required to establish the regulatory basis on which it was originally required and the basis on which it continues to be retained. I

f the Board determines that the deposit was not properly required or should no longer be retained, I request that the full \$150 be returned or credited to my account. If, after all corrections and adjustments have been made, the Board determines that some or all of the remaining arrears are properly payable, I request a reasonable, affordable and interest-free Payment Agreement under Regulation 6.5 that reflects my actual ability to pay and my limited fixed income through the Disability Support Program. I specifically request that the proposed

\$1,000 upfront payment be waived, or at minimum substantially reduced, because requiring such a large upfront payment would create financial hardship and defeat the purpose of an affordable payment arrangement. Any repayment arrangement should clearly separate: 1. current electricity charges for electricity presently being used; and 2. repayment of any historical arrears ultimately confirmed as owing. The arrears portion of the agreement should be spread over a reasonable period, including up to 24 months where appropriate, and should remain interest-free for the full duration of the agreement. I further request that no additional interest, late-payment charges, penalties, collection fees, or other charges be added to the arrears for as long as I comply with the approved payment arrangement. I request that no disconnection or collection action be taken because of the historical arrears while I remain in compliance with the approved Payment Agreement and continue paying my current electricity charges. While this appeal is pending, I also request that the disputed portion of the balance be protected from collection activity, disconnection action, late-payment charges, penalties, or other adverse account consequences until the Board has completed its review. Any community assistance, matching contribution, or other financial assistance should remain available to me if I qualify, but it should not be used as a substitute for correcting the account or determining what amount is actually and properly owing. Any such assistance should reduce the amount I am ultimately required to repay, rather than being used to justify an otherwise unaffordable upfront payment. Finally, once the Board's determination has been implemented, I request that Nova Scotia Power provide me with a clear written statement showing: - the corrected amount, if any, of the arrears; - every credit or adjustment made; - the treatment of the \$150 deposit; - the amount of my regular current electricity charges;

- the separate amount payable toward arrears;
- confirmation that the arrears repayment is interest-free; and
- the complete terms of any approved Payment

Agreement. I am not seeking to avoid paying for electricity that I actually consumed. I am asking that the account first be corrected and verified, that I be charged only amounts properly owing under the applicable Regulations, and that any remaining legitimate arrears be repaid under fair, affordable and interest-free terms that I can realistically maintain.

Supporting documents • Fw_ DRO Final Written Decision re Cinia
uploaded: Djankovic billing dispute (1).eml
• IMG_1700 2.PNG
• IMG_1699.PNG
• IMG_1701.PNG



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
Any questions? Please call us at 1-800-428-0230
Weekdays 8am-6pm
www.nspower.ca

1
Web Access #
[REDACTED]

Account Number [REDACTED] Amount due Nov 03 \$86.66

CINIA DJANKOVIC

Domestic
Service from Jul 29 to Sep 18, 2025

Billing process
update:
nspower.ca/billing

Initial Bill

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
[REDACTED]	02S	51	150.00	150.00	1	0

Your bill was estimated for this period
Billing date Oct 03 includes payments received by Oct 03

Amount owing from last bill	150.00	
Payment received Sep 04 - Thank you	-150.00	
Balance owing after last payment		\$.00

Your average cost of
electricity during this
period was \$0.64
per day before taxes.

Energy charges:		
Base Charge \$19.17/month	32.59	
Total energy charges		32.59

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Oct 25		51	

Other charges		
Connect Service	46.00	
Tax: HST (11931 4938 RT)	11.00	
Provincial Rebate	-2.93	
Total other charges		54.07

Total amount due	\$86.66
Amount due Nov 03, 2025	\$86.66

Interest on overdue amounts is calculated at 1.5 % per month
or part thereof (19.56% per annum).

Keep this portion for your
records. Please see reverse
for important information.

Please return this portion
with your payment.

N825103001-17923-00000739



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
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Account Number [REDACTED] Amount due Nov 03 \$86.66

Enter payment amount

008962 000000739



CINIA DJANKOVIC



Sign up for
paperless billing:
nspower.ca/paperless



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Any questions? Please call us at 1-800-428-6230
Weekdays 8am-6pm
www.nspower.ca

1
Web Access #

Account [REDACTED] due Jun 24 \$2,633.60

CINIA DJANKOVIC
Billing address

Domestic
Service from Sep 18 to May 22, 2026

Rates changed
May 1, 2026
visit nspower.ca/rates

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
[REDACTED]	026	246	13554.53	160.00	1	13405

Your meter was read on May 22, 2026

Billing date May 25 Includes payments received by May 25

Amount owing from last bill -1.34
Balance owing after last payment -1.34

Energy charges:

Base Charge \$19.17/month	16.21
Base Charge \$19.17/month	18.55
Base Charge \$20.08/month	3.76
Energy @ \$0.18561/kWh	1,051.85
Energy @ \$0.18187/kWh	1,179.43
Energy @ \$0.19128/kWh	239.67
Total energy charges	2,509.47

Other charges

Tax: HST (11931 4938 RT)	351.33
Provincial Rebate	-225.66
Total other charges	125.47

Total amount due \$2,633.60

Amount due Jun 24, 2026 \$2,633.60

IMPORTANT: We are not applying late fees or penalties on outstanding balances. Learn more nspower.ca/billing

Your average cost of electricity during this period was \$10.20 per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
May 26 13405	246	54.5	
Oct 25	51		



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NB26052901-613-00000017

Account Number [REDACTED] due Jun 24 \$2,633.60

Enter payment amount

000307 000000617



CINIA DJANKOVIC



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1
Web Access #
[REDACTED]

Account Number [REDACTED] Amount due Aug 20 \$2,835.44

CINIA DJANKOVIC

Domestic
Service from May 22 to Jul 16, 2026

Sign up for
paperless billing at
nspower.ca/
paperless

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2503418	02B	55	14349.05	13554.53	1	795

Your meter was read on Jul 16, 2026

Billing date Jul 21 Includes payments received by Jul 21

Amount owing from last bill 2,633.60
Balance owing after last payment \$2,633.60

Energy charges:
Base Charge \$20.08/month 40.16
Energy 795 kWh x \$0.19128 152.07
Total energy charges 192.23

Other charges:
Tax HST (11831 4938 RT) 26.91
Provincial Rebate -37.30
Total other charges 9.61

Total amount due \$2,835.44
Amount due Aug 20, 2026 \$2,835.44

IMPORTANT: We are not applying late fees or penalties on outstanding balances. Learn more nspower.ca/billing

Your average cost of
electricity during this
period was \$3.50
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Jul 26	795	55	14.5
May 26	13405	248	54.5
Oct 25		51	

Keep this portion for your
records. Please see reverse
for important information.

Please return this portion
with your payment



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

NS26672203-14924-00000402

Account Number [REDACTED] due Aug 20 \$2,835.44

Enter payment amount

007443 000000463

CINIA DJANKOVIC



Sign up for
paperless billing at
nspower.ca/paperless