

From: Don Farmer <nspdissputeresolution@gmail.com>

Sent: October 6, 2026 2:33 PM

To: [REDACTED]

Cc: Customer Relations <customerrelations@nspower.ca>

Subject: DRO Final Written Decision re Cinia Djankovic billing dispute

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

nspdissputeresolution@gmail.com

Cinia Djankovic

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 at [REDACTED] [REDACTED]; that you dispute your 21 July 2026 outstanding balance with N.S.Power of \$2,835.44 (ledger attached); that you receive assistance through the Disability Support Program; that you indicate that you are "prepared to pay any verified charges that are properly owed"; that you indicate "Before entering a repayment arrangement, however, I need Nova Scotia Power to provide sufficient information to confirm that the outstanding balance is accurate."; that you indicate "Nova Scotia Power has offered payment-plan options, including a \$1,000 down payment followed by \$236 per month for 24 months. This is not affordable for me without first confirming the arrears are correct. I have also been told that Nova Scotia Power holds a \$150 security deposit on my account."; that N.S.Power indicate "Ms. Djankovic connected service at [REDACTED] on July 28, 2025. The premises had been on seasonal billing in which NS Power reads the meter three times per year, spring, summer and fall."; that "NS Power confirms from the invoice that the customer's meter read for September 2025 was estimated and she was not charged for any usage on this bill. " (meter read record attached); that N.S.Power indicate "The May 2026 meter read was a true read, and the bill was the reconciliation bill. Due to the account being on seasonal billing, the May 2026 bill would have been a reconciliation of usage from the connection date of

July 2025.; that N.S.Power has offered "an Equal Monthly Budget Settlement Agreement to help manage the outstanding balance. With an initial payment of \$1,000.00, the remaining balance can be spread over 24 months, resulting in a total monthly payment of \$336.00. This amount includes \$259.00 for current monthly usage and \$77.00 toward the remaining arrears"; and that you seek many operational details and records on how this matter was handled by N.S.Power staff and N.S.Pwer has addressed your questions in following email messages.

Board approved Regulations relevant to this matter are 2.2, 3.3, 5.1, 5.3, 6.4 and 6.6 – copy attached.

The premises had been on seasonal billing in which NS Power reads the meter three times per year, spring, summer and fall. N.S,.Power has confirmed that the that the customer's meter read for September 2025 was estimated and she was not charged for any usage on that bill. ". The May 2026 meter read was a true read, and the bill was the reconciliation bill. Due to the account being on seasonal billing, the May 2026 bill would have been a reconciliation of usage from the connection date of July 2025.

N.S.Power has offered "an Equal Monthly Budget Settlement Agreement to help manage the outstanding balance. With an initial payment of \$1,000.00, the remaining balance can be spread over 24 months, resulting in a total monthly payment of \$336.00. This amount includes \$259.00 for current monthly usage and \$77.00 toward the remaining arrears".

Final Written DRO Decision: In the context of Board approved Regulations 2.2, 3.3, 5.1, and 5.3, N.S.Power has appropriately billed the Customer for service to

[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

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

Don Farmer,

P.Eng

Dispute Resolution Officer

From: Cinia Djankovic <>

Sent: Monday, October 05, 2026 1:37 PM

To: Customer Relations <customerrelations@nspower.ca>; 'Don Farmer' <nspdissputeresolution@gmail.com>

Subject: Re: DRO 4 Oct re Cinia Djankovic billing dispute

Dear Mr. Farmer and Teri,

Thank you for the information provided. I appreciate that several aspects of my account have now been clarified. However, there are several important matters I would like addressed before I consider this dispute resolved.

1. Recorded account-opening call and seasonal classification

Nova Scotia Power has stated that when my service was established, neither Nova Scotia Power asked whether the property would be used year-round nor was Nova Scotia Power advised that it would be used year-round.

I specifically remember the telephone conversation when I opened the account in July 2025, and I recall being advised that the call was being recorded. My recollection is that I did state that I would be living at the property year-round.

This is important because Nova Scotia Power has confirmed that the property retained a seasonal classification dating back to at least 2001, and that classification ultimately resulted in many months of electricity consumption being reconciled together in May 2026.

I therefore respectfully request that Nova Scotia Power preserve and review the recording of my July 2025 account-opening call, together with the associated account notes, and provide the relevant information to the DRO.

I understand that memories can differ. That is precisely why I believe the recording should determine whether Nova Scotia Power was advised that this was my permanent, year-round residence.

2. Meter communication and physical readings

Nova Scotia Power has confirmed that my smart meter was not communicating remotely in September 2025 and that remote communication resumed on March 31, 2026.

I was advised generally that Nova Scotia Power recruited meter readers to obtain physical readings during this period. However, I would still appreciate clarification as to whether an attempt was actually made to obtain a physical reading at my specific property while remote communication was unavailable.

A Nova Scotia Power meter reader recently told me that when my gate is closed, meter readers do not walk into the property to obtain a reading, despite the meter being accessible on foot less than a two-minute walk from the gate.

I am not suggesting that this proves what occurred in 2025/2026. I am simply asking whether Nova Scotia Power's records show any attempted or unsuccessful physical meter reads at my property during the period when remote communication was unavailable.

3. Proposed \$1,000 upfront payment and \$336 monthly payment

I would also like to make sure I correctly understand the proposed repayment arrangement.

My outstanding balance is approximately \$2,835.44.

After the required \$1,000 upfront payment, approximately \$1,835.44 would remain in arrears.

Dividing that balance over 24 months results in approximately \$76.48 per month, which I understand is the basis for the approximately \$77 monthly arrears payment.

Therefore, of the proposed \$336 monthly payment:

approximately \$77 is repayment of my existing debt, while \$259 represents projected future electricity consumption.

Over 24 months, the \$259 portion alone represents approximately \$6,216 in projected future electricity charges.

I understand that I must pay for electricity I continue to consume. My concern is that I would be committing to \$259 every month based on projected future consumption rather than simply paying for my actual current usage.

My more recent actual meter readings show:

May 22 to July 16, 2026: 795 kWh

July 16 to September 16, 2026: 350 kWh

I understand that winter consumption can be considerably higher and I am not suggesting that these recent periods alone should determine my annual electricity cost. However, they demonstrate why I am concerned about being committed to a projected \$259 monthly amount for 24 months if my actual future consumption is lower.

I was also previously quoted approximately \$160 per month for current electricity, whereas the latest proposal uses \$259 per month. I understand the calculation provided for the \$259, but this substantial difference reinforces my concern about committing to a projected amount rather than paying my actual current bills.

I have also been advised that this Budget Settlement Agreement would not be reviewed until the 24-month period has expired.

Please clarify exactly how any difference between the \$259 monthly projected amount and my actual electricity charges would be accounted for and credited if my actual consumption is lower than projected.

4. My requested alternative arrangement

I receive Disability Support and live on a limited fixed income.

A \$1,000 upfront payment followed by \$336 every month is a substantial financial commitment for me and is not an arrangement I am confident I could sustainably maintain while meeting my basic living expenses.

I am not asking to avoid paying my debt.

I am asking Nova Scotia Power to consider a simpler and more sustainable arrangement:

Allow me to remain on regular bimonthly billing and pay my current electricity bills based on my actual consumption, while making a separate affordable monthly payment toward the existing arrears.

I respectfully request that the arrears payment be determined based on my actual ability to pay and that Nova Scotia Power consider waiving or substantially reducing the \$1,000 upfront requirement given my limited fixed income.

My objective is to establish an arrangement I can successfully maintain rather than entering into an agreement that may fail because the required payment is beyond my financial capacity.

5. Security deposit

Nova Scotia Power has confirmed that it continues to hold my \$150 security deposit.

Given that I receive Disability Support, I respectfully request that Nova Scotia Power review whether the deposit must continue to be held. If it is no longer required, please advise whether it can be credited toward my outstanding balance or used to reduce any upfront payment required for a repayment arrangement.

6. Clarification of the 14,200 kWh calculation

The calculation provided describes the 14,200 kWh figure as "Total kWh use for 2025."

However, Nova Scotia Power's written explanation states that the 14,200 kWh represents consumption from approximately July 2025 through July 2026.

Please confirm that the 14,200 kWh represents that approximately 12-month period and not calendar year 2025.

Finally, I want to be very clear that I am not disputing my responsibility to pay for electricity I actually consumed, and I am not refusing to repay the outstanding balance.

My concerns are whether Nova Scotia Power was advised during the recorded account-opening call that this was my year-round residence, how the seasonal classification affected my billing, and whether a repayment arrangement can be established that reflects both my actual current electricity consumption and my financial ability to pay.

For these reasons, I respectfully request that the dispute remain open until the recorded call has been investigated and the outstanding questions and proposed alternative repayment arrangement above have been addressed.

Thank you for your continued assistance and consideration.

Kind regards,

From: Customer Relations <customerrelations@nspower.ca>

Sent: October 5, 2026 10:01 AM

To: 'Don Farmer' <nspdisputeresolution@gmail.com>

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

Subject: RE: DRO 4 Oct re Cinia Djankovic billing dispute

Mr. Farmer,

NS Power provides the following answers to the customer's concerns:

First, why was my property placed on seasonal billing when this is my permanent, year-round residence?

The property [REDACTED] has been a seasonal premises since at least 2001. Upon the new connection, neither NS Power asked if it would be used year-round, nor was NS Power advised it would be used year-round, so the seasonal rate remained at the premises.

Unless I am misunderstanding the records provided, I do not see three seasonal meter readings during the period between the connection of the account and the May 2026 reconciliation bill.

The customer connected service July 28, 2025. The three seasonal meter reads for this property were May, July and September. The customer connected after the May 2025 read, the July 2025 read was when service was connected and the customer received an October 2025 bill for service between July 29 and Sept 18, 2025. This bill was estimated with 0 kWh's. Therefore, for 2025 there would have only been one bill with the seasonal meter readings.

Could you please clarify whether the meter was communicating remotely with the AMI system in September 2025?

NS Power confirms that the meter was not communicating remotely with the AMI system in September 2025.

If it was not communicating remotely, I would appreciate knowing when remote communication became available or resumed.

March 31, 2026.

I would therefore appreciate confirmation as to whether Nova Scotia Power attempted to obtain physical readings during any period when the meter was not communicating remotely and, if not, why not.

During the recovery period, NS Power recruited meter readers to gather readings in person and used estimated bills until meter connections to the billing system were restored.

I would therefore appreciate a detailed explanation of how the \$259 monthly current-usage figure was calculated, including the consumption period and methodology used.

NS Power calculated the \$259 monthly amount based on the kWh's used between July 2025 and July 2026 which was 14,200 kWh's. Below is the calculation used to determine the amount.

Box A	Total kWh use for 2025:	14200	
Box B	Total monthly fixed fees:	\$20.082	Details: \$20.082 base charge
Box C	Credit/Balance remaining on account at the end of 2025:		Note: A negative amount indicates a credit.

Add any fixed fee

Step 1	Multiply the total kWh usage for the previous calendar year (see box A) by \$0.19128	\$2,716.18	This applies the current energy rate (\$0.19128/kWh).
Step 2	Divide this amount by 12 to get a monthly amount.	\$226.35	
Step 3	Add any monthly fixed fees (see box B).	\$246.43	Example: base charge.
Step 4	Multiply this by 1.05*	\$258.84	This applies both the 14% tax and 9% government rebate, the difference of which is 5%, hence the 1.05. *Note: Any monthly fixed fees other than the base charge are taxed at the full 14%, which may result in a higher amount.
Step 5	Take any credit/balance on the account that needs to be factored into the payment amount (see box C), divide it by 12, and add/subtract that amount from the above total.	\$258.84	

2026 Equal payment amount:	\$258.84
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I would also like clarification regarding how the Equal Monthly Budget Settlement Agreement operates if my actual electricity usage is lower than the \$259 monthly estimate. Specifically, I would like to know whether any difference is credited to my account and how often the budget amount is reviewed and adjusted to reflect actual usage.

A Budget Settlement Agreement is a structured payment arrangement that combines a customer's projected ongoing electricity charges and outstanding arrears into a single fixed monthly payment over an agreed repayment period. The arrangement provides payment certainty for the customer while allowing the arrears balance to be retired over time. This would not be reviewed until the 24 months has expired, however if the customer finds the arrears is paid off earlier than the 24 months, they may call in and request an update of the monthly amount or remove the monthly billing plan all together. The outstanding balance of the account would be due at that time.

Finally, I am still awaiting full clarification regarding the \$150 security deposit that Nova Scotia Power has confirmed it continues to hold.

Based on Regulation 6.6, the deposit is to be held by the Company as security for the payment of its bills. When the customer ceases to use the service and pays all bills, or the Company deems a deposit is no longer required, the deposit with interest is to be returned to the customer. The Company shall review its customer deposits every two years with a view to determining whether or not a deposit is still required.

Teri

From: Don Farmer <nspdissputeresolution@gmail.com>
Sent: October 4, 2026 3:09 PM
To: Customer Relations <customerrelations@nspower.ca>
Cc: [REDACTED]
Subject: DRO 4 Oct re Cinia Djankovic billing dispute

[?]

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

nspdissputeresolution@gmail.com

N.S.Power Customer Relations

Please provide N.S.Power's position on the Customers points in the following email.

Don Farmer, P.Eng.
Dispute Resolution Officer

From: Cinia Djankovic [REDACTED]
Sent: Sunday, October 04, 2026 11:44 AM
To: Don Farmer <nspdisputeresolution@gmail.com>; Customer Relations <customerrelations@nspower.ca>
Subject: Re: DRO 3 Oct re Cinia Djankovic billing dispute

Dear Mr. Farmer and Teri,

Thank you for providing the additional information and documentation regarding my account. I appreciate the clarification that has been provided so far.

After reviewing the information carefully, I do not yet consider the matter fully resolved, as there are still several important points that I believe require clarification.

Nova Scotia Power has now confirmed that my property was placed on seasonal billing, and that seasonal properties are generally read three times per year — in the spring, summer and fall.

My account was connected in July 2025. The meter-reading history provided shows an estimated reading in September 2025, followed by the next actual reading on May 22, 2026, when approximately 13,405 kWh of accumulated usage was recorded and billed.

This raises two separate concerns.

First, why was my property placed on seasonal billing when this is my permanent, year-round residence?

I would appreciate confirmation of what information was recorded when my account was originally opened in July 2025, including whether the account notes identify the property as a seasonal residence or a permanent residence, and how the seasonal classification was selected.

Second, even if the property was being treated as seasonal, Nova Scotia Power has stated that seasonal properties are generally read three times per year.

Unless I am misunderstanding the records provided, I do not see three seasonal meter readings during the period between the connection of the account and the May 2026 reconciliation bill.

Instead, the record appears to show:

the account connection in July 2025;
an estimated meter reading in September 2025, with no electricity usage charged on that bill; and
the next actual meter reading on May 22, 2026, resulting in the reconciliation of approximately 13,405 kWh of accumulated usage.

I would therefore like to understand why the expected seasonal readings did not occur during that period, and why such a substantial amount of electricity usage was allowed to accumulate before the May 2026 reconciliation bill was issued.

Had regular readings and bills been provided throughout this period, I would have been aware of the accumulating electricity charges and would have had the opportunity to address them progressively, rather than receiving such a large accumulated amount at once.

There is also an issue regarding the smart meter.

Nova Scotia Power has confirmed that meter [REDACTED] communicates with the AMI system, and that the meter readings on May 22 and July 16, 2026 were obtained remotely.

However, Nova Scotia Power has also confirmed that the September 2025 meter reading was estimated.

Could you please clarify whether the meter was communicating remotely with the AMI system in September 2025?

If it was communicating remotely at that time, I would like to understand why an estimated reading was used.

If it was not communicating remotely, I would appreciate knowing when remote communication became available or resumed.

I would also like to mention information recently provided to me by a Nova Scotia Power meter reader who attended my property.

He explained that when the gate to my property is closed, meter readers do not walk into the property to obtain a physical meter reading. Although the gate may be closed to vehicles, the property remains accessible on foot and the meter is less than a two-minute walk from the gate.

I am not suggesting that this conversation proves the reason for the gaps in the meter-reading history. However, considering the significant period between readings, I believe it is reasonable to ask whether physical access practices played any role during periods when a remote reading may not have been available.

I would therefore appreciate confirmation as to whether Nova Scotia Power attempted to obtain physical readings during any period when the meter was not communicating remotely and, if not, why not.

I also have concerns regarding the proposed repayment arrangement.

I was previously advised that the estimated amount for my current monthly electricity usage was approximately \$160, with approximately \$76.48 per month toward the arrears under the proposed 24-month arrangement.

Nova Scotia Power's most recent response now proposes:

****\$259 per month for current electricity usage**

**\$77 per month toward arrears
= \$336 per month****

This represents a significant increase in the estimated current-usage amount, from approximately \$160 to \$259 per month.

I would therefore appreciate a detailed explanation of how the \$259 monthly current-usage figure was calculated, including the consumption period and methodology used.

This is particularly important because my recent actual bimonthly bills have been considerably lower than an amount equivalent to \$259 per month.

I want to understand whether the \$259 is based on the unusually high reconciliation period, a historical average that includes the period of accumulated seasonal usage, or my more recent actual consumption.

I would also like clarification regarding how the Equal Monthly Budget Settlement Agreement operates if my actual electricity usage is lower than the \$259 monthly estimate. Specifically, I would like to know whether any difference is credited to my account and how often the budget amount is reviewed and adjusted to reflect actual usage.

I also wish to reiterate that I am not disputing my responsibility to pay for electricity that I actually consumed.

My concern is the manner in which the account was classified and billed, the apparent absence of the expected seasonal readings, the accumulation of many months of electricity charges before the reconciliation bill, and the significant change in the proposed estimate for current monthly consumption.

Finally, I am still awaiting full clarification regarding the \$150 security deposit that Nova Scotia Power has confirmed it continues to hold.

I would appreciate confirmation of:

the conditions under which the deposit will be returned or credited;
whether it can be applied toward my outstanding balance; and
whether it can be applied toward the upfront payment required for a formal repayment arrangement.

For these reasons, I respectfully request that the dispute file remain open until these matters have been fully clarified.

Thank you again for your time, your investigation, and your assistance in helping me understand the account history and the options available to resolve the outstanding balance.

Kind regards,

From: Don Farmer <nspdisputeresolution@gmail.com>

Sent: October 3, 2026 11:42 AM

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

Subject: DRO 3 Oct re Cinia Djankovic billing dispute

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

nspdisputeresolution@gmail.com

Cinia Djankovic ; N.S.Power Customer Relations

Cinia

Specific bills can be other than expected if they are based on estimated – as opposed to actual – meter readings. As part of my investigation of this matter, I will determine if estimated meter readings are a factor in your dispute. Once an actual meter reading is obtained, following an estimated reading for billing purposes, any estimation error is fully reconciled in following bills, that are based on actual readings, as a result off the cumulative, and self-reconciling nature, of the meter reading process. The self-reconciling process is more fully explained in the immediately following paragraph.

The “Cumulative Nature ” of power meters is similar to the odometer in a car. They are not reset to zero after a reading is taken from them. The meter (when brand new) starts at, and displays, the number zero and that number increases as energy - measured in kilowatt-hours (kWh) - is delivered through it. It stops registering energy usage when no power is being delivered and resumes when power starts to be delivered again. When power starts again the meter does not return to zero but adds to the previous number indication. The displayed number increases proportional to the rate at which energy (kWh) is being delivered. It performs much like the odometer in a car which accumulates miles in proportion to how far one drives and at what speed, as well as how often, one starts and stops. If an error is made in reading a meter on one occasion, it will not affect the number displayed on a subsequent reading. If for example a reading of 1000 is reported as 100, the next time a reading is taken it will still be something in excess of 1000 – so if a Customer was billed for 100 Kwh when it should have been 1000, the Customer gets a short term “break ” on being billed for 900 Kwh that were actually consumed, however if the next reading taken is 1500, that Customer will be billed

for 1400 Kwh at that time. The net is that the Customer has been billed for 1500 Kwh consumption over a two bill period even though there was a meter reading error. ($100 + 1400 = 1000 + 500$). The same effect occurs if the meter reading is estimated, or erroneously reported, either higher or lower than the fact.

Board approved Regulations 3.3 and 5.1 are relevant to this matter - copy attached.

Subject only to N.S.Power's response to my following question to them - per the immediately following email, this matter appears to be explained and resolved. Do you Agree? If so, I will close my file on the matter. If not, I will issue a Final Written Decision on the matter which you may appeal to the NSEB.

N.S.Power

Please address the Customers concern - "I would also like clarification regarding the \$150 security deposit Nova Scotia Power has confirmed it is holding. Please explain under what conditions that deposit will be returned or credited and whether it can be applied toward my outstanding balance or the upfront amount required for a repayment arrangement."

Don Farmer,

P.Eng.

Dispute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>

Sent: Thursday, October 01, 2026 3:09 PM

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

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

Subject: RE: 1 Oct DRO open Dispute re Cinia Djankovic re billing

Mr. Farmer,

Access for the DRO has been granted on subject [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. Djankovic connected service at [REDACTED] on July 28, 2025. The premises had been on seasonal billing in which NS Power reads the meter three times per year, spring, summer and fall. NS Power confirms from the invoice that the customer's meter read for September 2025 was estimated and she was not charged for any usage on this bill. Our customers will never pay for power they do not use. Any differences between estimated and actual usage will be addressed and accurately reflected in a future bill. The May 2026 meter read was a true read, and the bill was the

reconciliation bill. Due to the account being on seasonal billing, the May 2026 bill would have been a reconciliation of usage from the connection date of July 2025.

Per request, the property has now been changed to regular bi-monthly billing from seasonal billing and Ms. Djankovic will now receive invoices every two months.

Meter # [REDACTED] does communicate with our AMI system, and the meter reads on May 22 and July 16, 2026 were obtained via remote reads.

NS Power can offer an Equal Monthly Budget Settlement Agreement to help manage the outstanding balance. With an initial payment of \$1,000.00, the remaining balance can be spread over 24 months, resulting in a total monthly payment of \$336.00. This amount includes \$259.00 for current monthly usage and \$77.00 toward the remaining arrears.

Please note that maintaining the agreement requires all payments to be made in full and on time. If a payment is missed, the budget settlement agreement will be cancelled, and regular collection activity may resume on the account.

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

Teri

From: Cinia Djankovic [REDACTED]
Sent: October 1, 2026 10:52 AM
To: Don Farmer <nspdisputeresolution@gmail.com>; Customer Relations <customerrelations@nspower.ca>
Cc: Wallace, Lisa <lisa.wallace@novascotia.ca>; Nova Scotia Power <home@nspower.ca>
Subject: Re: 1 Oct DRO open Dispute re Cinia Djankovic re billing



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Dear Mr. Farmer,

Thank you very much for your response and for explaining your role in this matter.

I hereby give my consent and authorization to Nova Scotia Power to release to you all information and records relating to my account that are necessary for your investigation, including my account statements, billing history, meter-reading information, actual and estimated readings, account notes, notices, and any other relevant records.

Nova Scotia Power is copied on this email so that they have my written authorization directly.

I appreciate your assistance in reviewing this matter. My goal is to understand how the outstanding balance was calculated, particularly during the period when I was not receiving regular bills, and to verify the meter-reading information used in calculating the balance.

Thank you for your assistance.

Kind regards,

Cinia Djankovic

From: Don Farmer <nspdisputeresolution@gmail.com>

Sent: October 1, 2026 9:38 AM

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

Cc: Wallace, Lisa <lisa.wallace@novascotia.ca>

Subject: 1 Oct DRO open Dispute re Cinia Djankovic re billing

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

nspdisputeresolution@gmail.com

Cinia Djankovic ; N.S.Power Customer Relations

Cinia

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. 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: Cinia Djankovic <[REDACTED]>

Sent: Thursday, October 01, 2026 9:56 AM

To: Wallace, Lisa <Lisa.Wallace@novascotia.ca>

Cc: Don Farmer <nspdisputeresolution@gmail.com>; Penney, Nicole <Nicole.Penney@novascotia.ca>; Blake Williams <Blake.Williams@nspower.ca>; Carley Freeman <carley.freeman@nspower.ca>; Chris Lanteigne <chris.lanteigne@nspower.ca>; Jennifer Ross <jennifer.ross@nspower.ca>; Kathleen Murray <kathleen.murray@nspower.ca>; Lisa Forsey <lisa.forsey@nspower.ca>; Mollie Morris <mollie.morris@nspower.ca>; Regulatory Customer Proceedings <regulatorycustomerproceedings@nspower.ca>

Subject: Re: Subject: Request for Meter Reading History

Good morning Ms. Wallace,

Thank you very much for your response and for explaining the process. I sincerely appreciate you copying Nova Scotia Power and the Dispute Resolution Officer on this correspondence.

I have already attempted to obtain clarification directly from Nova Scotia Power regarding my billing and meter-reading history, including a request for the actual versus estimated meter readings used to calculate my outstanding balance. I have not yet received the information requested.

Since the Dispute Resolution Officer has now been copied, I would respectfully ask that my concerns and the information contained in my original email be reviewed.

My primary goal is simply to understand and verify how my outstanding balance of \$2,835.44 was calculated, particularly during the period when I was not receiving regular bills, and to determine whether actual or estimated meter readings were used.

I am willing to pay for the electricity I consumed and work toward resolving the outstanding balance. I would simply like to have the billing and meter-reading history clarified before committing to a long-term repayment arrangement.

Thank you again for your assistance and for directing me to the appropriate process.

Kind regards,

Cinia Djankovic

From: Wallace, Lisa <Lisa.Wallace@novascotia.ca>

Sent: October 1, 2026 8:40 AM

To: [REDACTED] >

Cc: Don Farmer <nspdisputeresolution@gmail.com>; Penney, Nicole <Nicole.Penney@novascotia.ca>; Blake Williams <Blake.Williams@nspower.ca>; Carley Freeman <carley.freeman@nspower.ca>; Chris Lanteigne <chris.lanteigne@nspower.ca>; Jennifer Ross <jennifer.ross@nspower.ca>; Kathleen Murray <kathleen.murray@nspower.ca>; Lisa Forsey <lisa.forsey@nspower.ca>; Mollie Morris <mollie.morris@nspower.ca>; Regulatory Customer Proceedings <regulatorycustomerproceedings@nspower.ca>

Subject: FW: Subject: Request for Meter Reading History

Good morning,

The Board is in receipt of your email below. The Board's role in such matters is to determine whether the utility has properly followed and applied all Board approved Regulations in their dealings with customers.

The usual three-step process for such matters is that the customer first contacts the utility; if that should not resolve the issue, the customer should then contact the **DRO** and allow for their investigation and decision on the issue. If that result is unsatisfactory to the customer, the customer then has the right to appeal that decision to the Board **within 12 days** of receipt of the decision.

I would encourage you to visit our website here: [Complaint About an Electric Utility | Nova Scotia Energy and Regulatory Boards Tribunal](#) where you will find the necessary information and forms required to file an appeal with the Board if no satisfaction comes from the DRO.

For your reference, the contact information for the DRO is as follows:

Email: nspdisputeresolution@gmail.com

NS Power and the DRO have been copied on this correspondence.

Regards,

LISA WALLACE

Chief Clerk

Nova Scotia Energy Board

T 902 424 1332 Ext. 9291

TF 1 833 809 0040

F 902 424 3919

**Statement of Confidentiality**

This message (including any attachments) may contain private or protected information meant for a specific person or organization. If you received this by mistake, please let the sender know, do not communicate the content, and delete the email from your system. Thank you.

From: Cinia Djankovic [REDACTED]
[REDACTED] 30, 2026 12:17 PM
To: Energy and Regulatory Boards Tribunal <Board@novascotia.ca>
Subject: Fw: Subject: Request for Meter Reading History



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**** EXTERNAL EMAIL / COURRIEL EXTERNE ****

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Dear Nova Scotia Energy Board,

I am submitting a formal complaint regarding Nova Scotia Power's handling of my account and the arrears balance of \$2,835.44.

I receive assistance through the Disability Support Program and want to resolve this matter responsibly. I am prepared to pay any verified charges that are properly owed. Before entering a repayment arrangement, however, I need Nova Scotia Power to provide sufficient information to confirm that the outstanding balance is accurate.

My concerns are:

My account was set up as a seasonal account, even though the property was confirmed to be a year-round home. As a result, I did not receive regular bimonthly bills for a substantial period. I am concerned this contributed to the large arrears now being claimed.

The meter at my property is an OpenWay Riva smart meter. A Nova Scotia Power employee told me that, when the gate is closed, meter readers do not enter the property to obtain a physical reading. There is pedestrian access to the meter that takes less than two minutes.

Since this is a smart meter, I need to know whether it was transmitting readings remotely. If it was not, I need to know why, and whether bills during that period were based on estimates rather than actual consumption.

I sent Nova Scotia Power a written request for my complete billing and meter-reading history, including an explanation of the balance and whether each reading was actual or estimated. I have not received a response.

Previous bimonthly bills were approximately \$86.66 and later approximately \$192 including tax. Nova Scotia Power is now using approximately \$160 per month for current charges in its repayment proposals. I need a clear explanation for this change and a month-by-month calculation of the \$2,835.44 balance.

Nova Scotia Power has offered payment-plan options, including a \$1,000 down payment followed by \$236 per month for 24 months. This is not affordable for me without first confirming the arrears are correct. I have also been told that Nova Scotia Power holds a \$150 security deposit on my account.

I respectfully ask the Board to investigate this matter and require Nova Scotia Power to provide:

A complete billing history from the opening of the account, showing all charges, payments, credits, taxes, adjustments and the \$150 deposit;

A complete meter-reading history, including the date of every reading, meter reading, kWh used, and whether every bill was based on an actual or estimated reading;

An explanation of why the account was set up as seasonal despite confirmation that the property was a year-round home, and the effect this had on billing;

An explanation of the smart meter's remote-communication status and any periods when readings were not received;

A detailed calculation showing exactly how the \$2,835.44 arrears balance was created;
and

Confirmation that no disconnection or collection action will be taken while this complaint
and the accuracy of the balance are under review.

Once the balance has been independently verified and any errors corrected, I am willing to
discuss a fair and affordable repayment arrangement.

Thank you for confirming receipt of this complaint and advising me of the next steps.

Sincerely,

From: Cinia Djankovic <[REDACTED]>
Sent: September 21, 2026 11:10 AM
To: home@nspower.ca <home@nspower.ca>
Subject: Subject: Request for Meter Reading and Billing History

Dear Nova Scotia Power,

I am requesting clarification regarding the billing and meter-reading history for my account. N#
[REDACTED]

I have confirmed that the meter installed at my property is an OpenWay Riva smart meter. However, a Nova Scotia Power employee recently came to my property to physically read the meter. During our conversation, he explained that when my gate is closed, meter readers do not enter the property to obtain a reading. However, although the gate may be closed to vehicles, there is still access to the property on foot, and the meter is less than a two-minute walk from the gate. He indicated that meter readers would not walk in to obtain the reading when the gate was closed

This concerns me because there was a substantial period during which I was not receiving regular bimonthly bills, and I now have an outstanding balance of \$2,835.44.

Could you please provide me with my complete meter-reading history from the date my account was opened, clearly identifying:

- the date of each meter reading;
- the meter reading and kWh consumption recorded;
- whether each reading was actual or estimated; and
- any subsequent adjustment or reconciliation of estimated readings against an actual meter reading.

I would also like to know whether my OpenWay Riva smart meter was successfully transmitting readings remotely during the period when I was not receiving regular bills. If remote communication was not functioning, please tell me when it stopped and when it resumed, if applicable.

If Nova Scotia Power was unable to access the meter physically because of the gate, I would also like to understand how my electricity consumption was calculated during that period and whether estimated readings contributed to the current outstanding balance.

I am not disputing my responsibility to pay for electricity I actually consumed. I am requesting this information so that I can understand and verify how the \$2,835.44 balance was calculated before committing to a formal long-term repayment arrangement.

I would also like clarification regarding the \$150 security deposit Nova Scotia Power has confirmed it is holding. Please explain under what conditions that deposit will be returned or credited and whether it can be applied toward my outstanding balance or the upfront amount required for a repayment arrangement.

Subject: Request for Complete Meter Reading History – Actual vs. Estimated Readings

Thank you for your assistance.

Kind regards



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