

Good day Board Members,

I respectfully request the Nova Scotia Energy Board's review of the Dispute Resolution Officer's (DRO) Final Written Decision dated October 5, 2026, concerning my Nova Scotia Power account [REDACTED], including the adequacy and discrepancy between the \$335.86 and \$388.86 figures of the adjustment applied.

My appeal concerns NS Power's acknowledged administrative billing error, which resulted in several months of unbilled electricity consumption, the lack of supporting evidence for the retrospective meter readings, discrepancies in the billing adjustments, and the financial prejudice caused by the delayed billing.

Of immediate concern, the disputed balance now appears to have been transferred to my separate primary residence account, which is enrolled in automatic payments, without prior notification or explanation. I request urgent protection against NSpower forceful collection of the disputed amount through that account while this appeal is under review.

I have attached my formal appeal and supporting documentation outlining the circumstances, grounds for review, and requested remedies.

Thank you for your consideration.

I would appreciate acknowledgment of receipt and confirmation of the next steps.

Kind regards,
Jideofor Nwakobi

FORMAL APPEAL OF THE DISPUTE RESOLUTION OFFICER'S FINAL WRITTEN DECISION

Date: October 16, 2026

To: Nova Scotia Energy Board (NSEB)

**Appeal of DRO Final Written Decision dated October 5, 2026 — NS Power Account [REDACTED]
for Service Address: [REDACTED] 1 bedroom + den [REDACTED] Nova Scotia.**

Dear Members of the Board,

I respectfully appeal the Final Written Decision issued by Dispute Resolution Officer Don Farmer on October 5, 2026, concerning the retrospective electricity charges applied to my Nova Scotia Power account.

I request an independent regulatory review of Nova Scotia Power's admitted administrative billing failure, the accuracy and evidentiary support for the retrospective charges, the adequacy of the adjustment applied, and the material financial prejudice arising from the failure to issue timely bills.

My position has consistently been that I am willing to pay for legitimate, properly established electricity consumption. I am not seeking to evade that responsibility. Rather, I seek fair and proper regulatory treatment of charges that arose following an administrative failure expressly acknowledged by the utility company.

1. Background and Nova Scotia Power's Admitted Administrative Failure

Nova Scotia Power confirms that service commenced in my name on July 23, 2025, and that an administrative error prevented the account from being properly billed until April 2026.

After 7 months of being unable to provide an initial bill reading, NS Power subsequently stated that the meter reading on July 23, 2025 was 60,219 and that a reading of 69,573 was obtained on February 25, 2026. The difference of 9,354 kWh was subsequently billed retrospectively.

This was not a situation in which I knowingly disregarded properly issued bills. The failure to generate timely and accurate billing information arose from NS Power's own administrative processes. It was after I called NSPower to notify them of the non-billing on the power bill in February 2026, couple of weeks after I took over direct management of the 1 bedroom + den rental unit from the property manager in January.

While NS Power has acknowledged and apologized for the error, the DRO's decision effectively places responsibility for the resulting retrospective charges on me, without sufficiently addressing the separate issues of billing compliance, evidentiary verification and the consequences of the utility company failure.

2. Material Financial Prejudice and Loss of Opportunity to Recover 2025 Charges

Throughout the relevant period in 2025, the property was occupied by tenants whose electricity expenses were subject to allocation and reconciliation under our rental arrangements.

We relied on the account and billing information made available by NS Power when administering the property and settling utility related obligations with the respective tenants and property manager.

Those tenancies and related financial arrangements were concluded in 2025.

Had NS Power billed the account correctly and when the electricity was consumed, the corresponding expenses could have been allocated to the responsible occupants while their tenancies were active.

Instead, a substantial retrospective charge was presented only in April 2026, after those arrangements had been concluded, thereby impairing my ability to recover the historical costs.

This financial prejudice was a foreseeable consequence of the delayed billing and should not be dismissed simply because I was the customer of record as the landlord.

I respectfully request that the Board examine whether the applicable regulations adequately address this circumstance and whether any additional adjustment or other regulatory remedy is warranted.

3. Absence of Contemporaneous Supporting Evidence for Meter Readings

During several engagements with NS Power Customer Service, I requested the opening meter reading and supporting information necessary to verify the electricity consumption attributed to my account.

The account information made available to me during the affected 2025 period did not contain a verifiable opening reading or provide a reliable basis for independently reconciling the consumption.

Only during the dispute proceedings with the DRO did NS Power provide the figures of 60,219 and 69,573, stating that these were actual readings obtained in person.

I requested several times but never received any bill from July 2025 with the documentary evidence establishing those readings.

I am not alleging that the figures are incorrect. Nevertheless, where Nspower has admitted a significant administrative billing failure, I believe it is reasonable and necessary that the historical consumption subsequently attributed to the customer be substantiated through original meter-reading records rather than unsupported assertions in later correspondence.

4. Regulatory Compliance for Apparent adjustment of Disputed Charges to My Primary Residence — Request for Urgent Intervention

Upon accessing my Nova Scotia Power online accounts now on October 17, 2026, I discovered that the outstanding balance on the disputed rental property account (#2567585-1) had been paid down unexpectedly to a balance of **\$0.00**, while the balance on my separate primary residence electricity account where I owe nothing had increased to **\$3,421.17**. This raises a serious concern that Nova Scotia Power may have transferred the disputed charges to my residential account without my knowledge, consent or prior notification, while the matter remains subject to a formal regulatory dispute. Of particular concern, my primary residence account is enrolled in automatic bank payments, creating an immediate risk that the disputed amount could be returned as NSF or collected from my bank account without my authorization to settle those particular charges. I respectfully request the Board's urgent intervention to require Nova Scotia Power to confirm whether such a transfer occurred, disclose the date, amount and regulatory or contractual authority relied upon, and provide a complete transaction history for both accounts. If the disputed charges were transferred without proper authority despite making payment of almost 50% of the outstanding balance as stated below.

5. Good-Faith Payment and Commitment to Resolution

Despite my continuing disagreement with the retrospective charges, I have voluntarily paid \$1,500 toward the account on October 15, 2026.

This is a substantial payment made in good faith, demonstrating my willingness to reduce the outstanding balance and resolve the matter responsibly while the regulatory issues are being reviewed.

I emphasize that this payment is not an acceptance of the DRO's decision, a concession that the disputed historical amount is correct, or a withdrawal of any grounds of appeal.

I respectfully request that NS Power confirm receipt and application of the payment and provide an updated account reconciliation clearly establishing the amount paid, while a solution is sort for remaining disputed balance.

7. Relief Requested

I respectfully request that the Nova Scotia Energy Board:

1. Review and vary or set aside the DRO's Final Written Decision insofar as it concludes that NS Power's retrospective billing and adjustment have been appropriately established under the applicable regulations.
2. Require NS Power to provide contemporaneous source documentation substantiating the opening and subsequent meter readings.
3. Consider the financial burden arising from the admitted billing failure, resulting in lost opportunity to allocate and recover historical electricity costs from the 2025 Tenancies.
4. Determine whether NS Power complied with all relevant Board-approved regulations in failing to bill the periodic tenancy account for over seven months and subsequently recovering the accumulated charges.
5. Independently review the ability of Nspower to unilaterally transfer an outstanding amount during a dispute resolution to client's residential power account with direct debit setup, in the hope to force payment through.
6. Direct NS Power to reverse, reduce or adjust any historical charges found to be unsupported, incorrectly calculated or otherwise not recoverable under the applicable regulations, and grant further relief, additional remedy within the Board's authority.
7. Confirm the proper treatment of the remaining disputed amount during the appeal, including applicable relief, protections against collection or disconnection in relation to that amount.
8. Require NS Power to account for my \$1,500 payment and provide a revised statement of the account.

Conclusion

I have acted reasonably and in good faith throughout this matter. I engaged NS Power, requested clarification and supporting records, pursued the established dispute resolution process, and have now voluntarily made a substantial payment toward the account despite the unresolved dispute.

My request is for documentary accountability, correct application of the Board-approved regulations, and appropriate consideration of the consequences of NS Power's admitted billing failure being borne by me, when I have no means of recovery.

I respectfully ask the Board to review this matter and direct such corrective action as is justified.

Thank you for your consideration.

Yours faithfully,

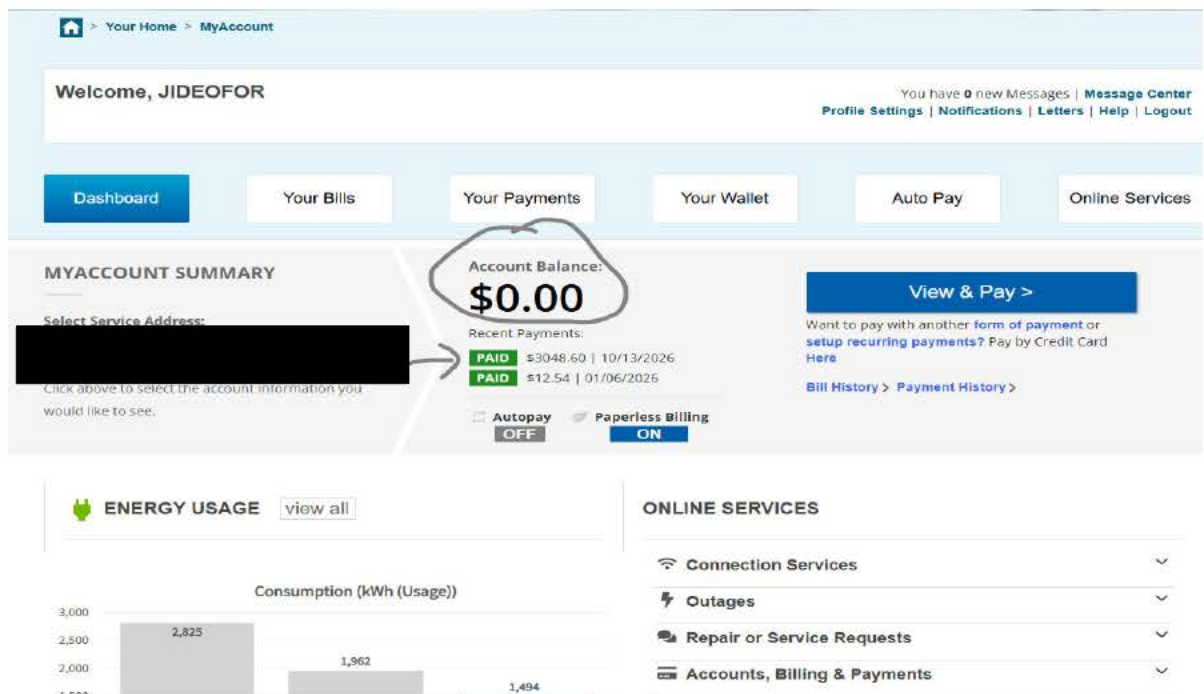
Jideofor Nwakobi

Nova Scotia Power Account

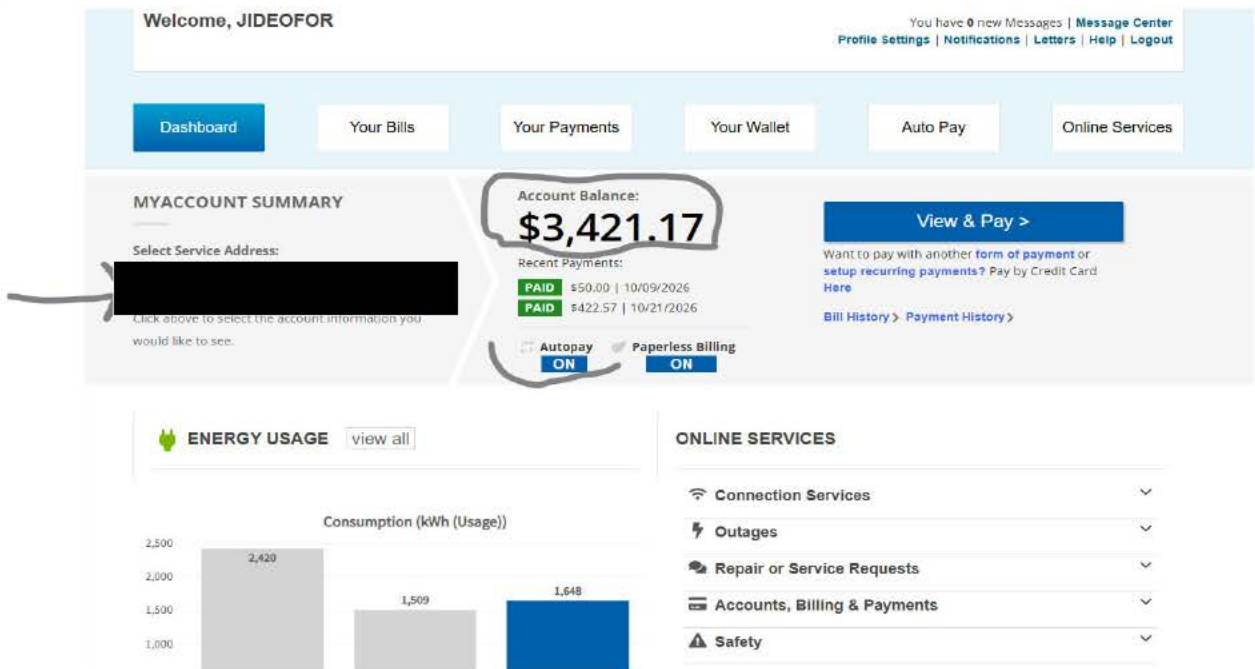
Attachments:

1. Screenshot showing subject disputed rental account balance at Zero
2. Screenshot showing my primary residence power account increased to \$3421.17
3. Confirmation of \$1,500 payment — October 15, 2026
4. Historical correspondence including DRO Final Written Decision — October 5, 2026, Nova Scotia Power correspondence acknowledging the administrative billing error, Account ledger and meter-reading summaries.

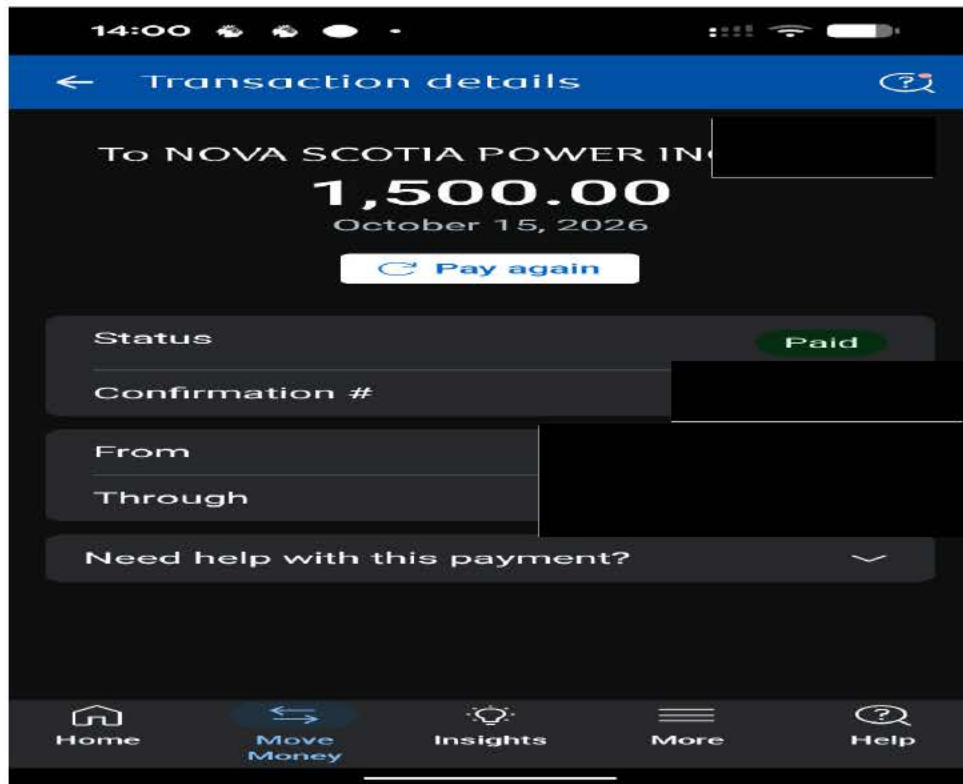
1.



2.



3.



DRO Final Written Decision re Jideofor Nwakobi re First Statement [REDACTED]**APT** [REDACTED] **NS**

3 messages

Don Farmer <nspdisputeresolution@gmail.com>
To: Jide Nwakobi [REDACTED] >
Cc: Customer Relations <customerrelations@nspower.ca>

Mon, Oct 5, 2026 at 10:39 AM

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

Jideofor Nwakobi

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 are the Customer-of-Record for service from N.S.Power at [REDACTED] (Account # [REDACTED]); that you dispute "reconciliation of the retroactive charges applied to my Nova Scotia Power account: [REDACTED] "; that "Throughout Q3 & Q4 2025 period, I relied on the bills issued by Nova Scotia Power as accurate representations of the electricity consumed at my property. I paid those bills and used them to calculate and settle electricity costs with the respective tenants occupying the property."; that "Those tenancies ended 2025, and my financial accounts with the tenants and property manager were concluded based on the Nova Scotia Power bills available at the time."; that you indicate that you were "subsequently presented with a substantial retroactive billing relating to consumption from the earlier year."; that you indicate "This puts me in a very difficult position. Had the consumption been accurately reflected in the bills when it occurred, those costs would have been allocated to and settled with

the tenants responsible for the usage. I no longer have that practical opportunity because their leases and accounts have already been concluded"; that N.S.Power indicate : "NS Power confirms there was a billing error after the customer placed service in their name. This resulted in no read bills or estimated bills" were generated. The billing error was corrected, and a reconciliation bill was produced in April 2026. Since that bill, all meter reads have been true reads."; that it appears that you did not receive bills, and therefore did not make any payments, over the Aug 2025 to April 2026 period (ledger attached); that N.S.Power indicates "NS Power apologizes for the billing error and the inconvenience it may have caused. If needed, NS Power can set up suitable arrangements to pay the balance off over a period of time."; that you indicate that your dispute is not whether electricity was consumed but concerns the consequences of NSPower's acknowledged billing error & the accuracy and allocation of the resulting retroactive charges; that you ask "why should the financial consequence of NS Power's acknowledged billing error fall entirely on me when that error deprived me of the opportunity to recover the electricity costs from the tenants who actually incurred them?"; and that you "request that the July - Dec 2025 bill amount be deducted from the **\$3,386.56** balance to enable us to reconcile with our Sept 2026 tenant and make payments while this matter remains open for the affected 2025 period."; that N.S.Powr indicate "Mr. Nwakobi connected service at [REDACTED] on July 23, 2025. The meter reading obtained on this date was 60219. This was a true reading and was completed in person by a NS Power representative. As the customer was not billing, NS Power requested a read of the meter, this was completed February 25, 2026 in person and the reading was 69573.; and that N.S.Power indicate "An administrative error resulted in Mr. Nwakobi not being billed until April 2026 after his connection. NS Power sincerely apologizes for this error. His first bill was for service between his connection date of July 23, 2025 and his February 25, 2026 meter reading of 69573. This bill was for 9,354 kWh's. and Due to the administrative error and based on regulation 5.5, NS Power has placed an adjustment on the account for the difference of 37 days. An adjustment of \$335.86 has been placed on the account. The account balance is currently \$3,048.60. This adjustment has been based on the average usage of 43.1 kWh's per day."

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

Specific bills can be other than expected if they are based on estimated – as opposed to actual – meter readings. 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 of 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.

Once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled. Your estimated usage over the Oct and Dec 2025 periods was clearly lower than actual usage.

The Customer did not receive bills, and did not make any payments, over the Aug 2025 to April 2026 period (ledger attached).

You indicate that your dispute is not whether electricity was consumed but concerns the consequences of NSPower's acknowledged billing error & the accuracy and allocation of the resulting retroactive charges.

Board approved Regulation 2.2 states in part "An Agreement is deemed to exist between a customer and the Company for the supply of electric power and energy or for the provision of Distribution System Access, as applicable, at appropriate rates and payment therefore in accordance with these regulations by virtue of: (a) the customer applying and receiving approval for electric service; or (b) the customer consuming or paying for electric service from a date that the customer who is a party to an agreement pursuant to clause (a) (the customer of record) moves out of the premises, in which case the customer of record shall remain jointly and severally liable for the electric service account up to the date the Company is notified that the customer of record wishes to terminate the supply of electric service to the customer."

Final Written DRO Decision: In the context of Board approved Regulations 2.2 and 5.1, and after a credit of \$388.86 being applied to the subject Account,

N.S.Power has appropriately billed the Customer-of-Record Jideofor Nwakobi 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

Don Farmer, P.Eng.
Dispute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>
Sent: Monday, October 05, 2026 9:38 AM
To: 'Don Farmer' <nspdisputeresolution@gmail.com>
Cc: Jide Nwakobi <[REDACTED]>; Customer Relations <customerrelations@nspower.ca>
Subject: RE: Fw: 25 Sept email to the DRO from Jideofor Nwakobi re First Statement [REDACTED]
[REDACTED]

Mr. Farmer,

Mr. Nwakobi connected service at [REDACTED] on July 23, 2025. The meter reading obtained on this date was 60219. This was a true reading and was completed in person by a NS Power representative. As the customer was not billing, NS Power requested a read of the meter, this was completed February 25, 2026 in person and the reading was 69573.

An administrative error resulted in Mr. Nwakobi not being billed until April 2026 after his connection. NS Power sincerely apologizes for this error. His first bill was for service between his connection date of July 23, 2025 and his February 25, 2026 meter reading of 69573. This bill was for 9,354 kWh's.

Due to the administrative error and based on regulation 5.5, NS Power has placed an adjustment on the account for the difference of 37 days. An adjustment of \$335.86 has been placed on the account. The account balance is currently \$3,048.60. This adjustment has been based on the average usage of 43.1 kWh's per day.

Teri

From: Don Farmer <nspdisputeresolution@gmail.com>
Sent: October 1, 2026 11:08 AM
To: Customer Relations <customerrelations@nspower.ca>
Cc: Jide Nwakobi [REDACTED]
Subject: Fw: 25 Sept email to the DRO from Jideofor Nwakobi re First Statement [REDACTED]
[REDACTED] NS

**** 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.)

nspdisputeresolution@gmail.com

N.S.Power Customer Relations

Please provide the meter reading basis, and the related record, as well as the calculation detail , that resulted in the 2 Apr 2026 outstanding balance pf \$1959.11

Don Farmer, P.Eng.
Dispute Resolution Officer.

From: Jide Nwakobi <[REDACTED]>
Sent: Wednesday, September 30, 2026 8:00 AM
To: Don Farmer <nspdisputeresolution@gmail.com>
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: Re: Fw: 25 Sept email to the DRO from Jideofor Nwakobi re First Statement [REDACTED]
[REDACTED]

Hi Don,
Thank you for your effort in looking at this matter.
I have had a great track record with NSPower with no prior reluctance paying for power consumption, hence I dont contest the billing from April 20 2026 to date on this account.

My dispute is not whether electricity was consumed but concerns the consequences of NSPower's acknowledged billing error & the accuracy and allocation of the resulting retroactive charges.

To clarify:

1. **Opening meter reading:** ALL the records provided do not appear to show the meter reading in July 2025 when service was initially placed in my name. (Please have NS Power provide the exact opening meter reading, date of that reading, and supporting meter record). Without that information, one cannot independently verify the consumption now attributed to my account from August 2025 onward.
2. **2025 consumption:** I had 2 individual tenants sharing the property in 2025 and my property manager relied on sharing the NS Power bill available to them for settling their electricity obligations. When their tenancies ended in December 2025, had NS Power accurately billed the consumption when it occurred, those charges would have been allocated to the occupants responsible for them. The subsequent reconciliation occurred **four months** after those tenancies and accounts had been concluded by my Property Manager.
3. **Consequences of NSPower admitted error:** NSPower's apology and offer of a payment arrangement do not address the substance of my dispute. I respectfully ask **why should the financial consequence of NS Power's acknowledged billing error fall entirely on me when that error deprived me of the opportunity to recover the electricity costs from the tenants who actually incurred them?**

I am not disputing the legitimate 2026 consumption, the recent occupants are waiting to pay as long as it reflects their fair meter usage from Jan - Sept (without the retrospect lump sum heaped in April).

Accordingly, I request that the July - Dec 2025 bill amount be deducted from the **\$3,386.56** balance to enable us to reconcile with our Sept 2026 tenant and make payments while this matter remains open for the affected 2025 period.

If this cannot be resolved through this dispute process, we can exercise our right to have the matter moved upwards.

Thank you,
Jideofor Nwakobi

On Tue, Sep 29, 2026 at 12:22 PM Don Farmer <nspdisputeresolution@gmail.com> wrote:

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

nspdisputeresolution@gmail.com

Jideofor Nwakobi

Based on the immediately following highlighted N.S.Power statements, it appears to me that you did not receive bills, and therefore did not make payments, over the Aug 2025 to April 2026 period - see attached ledger. It also appears that estimated meter readings were not an issue as the attached reading record indicates all meter readings were actual

I note that N.S.Power has apologized for their error and offered to "set up suitable arrangements to pay the balance off over a period of time."

This matter appears to be explained/resolved and that you are appropriately being held responsible for payment of the outstanding balance of \$3,386.56. Do you Agree? If so, I will close my file on this matter and you may pursue a payment arrangement directly with N.S.Power. If not, I will issue a Final Written Decision on the matter which you may appeal to the NSEB.

Don Farmer, P.Eng.
Dispute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>

Sent: Tuesday, September 29, 2026 11:44 AM

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

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

Subject: Re: 25 Sept email to the DRO from Jideofor Nwakobi re First Statement [REDACTED]

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.

NS Power confirms there was a billing error after the customer placed service in their name. This resulted in no read bills or estimated bills to be generated. The billing error was

corrected, and a reconciliation bill was produced in April 2026. Since that bill, all meter reads have been true reads.

NS Power apologizes for the billing error and the inconvenience it may have caused. If needed, NS Power can set up suitable arrangements to pay the balance off over a period of time.

It is NS Power's position that the subject account is currently been billed appropriately.

Derek.

From: Jide Nwakobi <[REDACTED]>
Sent: Monday, September 28, 2026 5:44 PM
To: Customer Relations <customerrelations@nspower.ca>
Cc: Don Farmer <nspdisputeresolution@gmail.com>
Subject: Re: 25 Sept email to the DRO from Jideofor Nwakobi re First Statement [REDACTED]

[REDACTED] on - 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.**

Hello Derek,

I hereby grant my consent to release my account information to the DRO.

Best regards,

Jideofor Nwakobi
[REDACTED]

On Mon, Sep 28, 2026, 15:24 Customer Relations <customerrelations@nspower.ca> wrote:

Mr. Farmer,

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

Jideofor, 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.

Derek.

From: Don Farmer <nspdisputeresolution@gmail.com>
Sent: Saturday, September 26, 2026 10:57 AM
To: [REDACTED] Customer Relations
<customerrelations@nspower.ca>
Subject: 25 Sept email to the DRO from Jideofor Nwakobi re First Statement [REDACTED]

**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

Jideofor Nwakobi; N.S.Power Customer Relations

Jideofor

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](tel: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.

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.

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: Jide Nwakobi <[REDACTED]>
Sent: Friday, September 25, 2026 4:44 PM
To: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Cc: Nova Scotia Power <home@nspower.ca>; questions@nspower.ca <questions@nspower.ca>
Subject: Fwd: First Statement [REDACTED]

Hello Reconciliation Team,

I have reached out to customer service several times on this issue with no resolution. I am requesting an urgent review and reconciliation of the retroactive charges applied to my Nova Scotia Power account: [REDACTED]

Throughout Q3 & Q4 2025 period, I relied on the bills issued by Nova Scotia Power as accurate representations of the electricity consumed at my property. I paid those bills and used them to calculate and settle electricity costs with the respective tenants occupying the property.

Those tenancies ended 2025, and my financial accounts with the tenants and property manager were concluded based on the Nova Scotia Power bills available at the time. Then this February 2026, after I reached out to NSPower to understand my billing, I was subsequently presented with a substantial retroactive billing relating to consumption from the earlier year.

This puts me in a very difficult position. Had the consumption been accurately reflected in the bills when it occurred, those costs would have been allocated to and settled with the tenants responsible for the usage. I no longer have that practical opportunity because their leases and accounts have already been concluded.

I am significantly let down by the billing process and am requesting that the reconciliation team review the historical adjustment with these circumstances specifically taken into consideration.

Please confirm receipt and advise on the resolution of this matter as soon as possible.

Regards,

NSP Account: [REDACTED]

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

From: **Identification** <id@nspower.ca>

Date: Sun, May 17, 2026 at 8:41 AM

Subject: RE: First Statement [REDACTED]

To: Jide Nwakobi <[REDACTED]>

Dear Jide Nwakobi,

*****THIS IS A DO NOT REPLY EMAIL*****

Thank you for your patience as we work to restore systems impacted by the recent cyber incident. More information can be found on our website at [Home | Nova Scotia Power](#).

At this time, we are not actively managing email inquiries, you have any questions, or any information to add, please call Customer Care at [1-800-428-6230](tel:1-800-428-6230) Monday to Friday from 8am to 6pm.

To view your bill history please:

- Select Your Bills tab.
- Select Apply Filter (to the right of your account #).
 - If using a smart phone: select the icon to the right of your account#.
- Select the Start Date and End Date that you wish to view. **Please use the calendar to select day, month and year for both the start and end dates for the bills you wish to view.**
- Select Apply.
- You'll be returned back to Your Bills page – scroll down to see the bill history.
- **You may need to select Load More to see additional bills in your history.**

If you have any questions, please do not hesitate to contact us at [1-800-428-6230](tel:1-800-428-6230) weekdays 8am – 6pm.

Have a safe day.

Lisa | Nova Scotia Power

T: [800-428-6230](tel:800-428-6230) | F: [888-428-6108](tel:888-428-6108)

www.nspower.ca

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From: Jide Nwakobi <[REDACTED]>

Sent: Monday, May 11, 2026 11:17 AM

To: Nova Scotia Power <home@nspower.ca>

Subject: Re: First Statement

Hello,

Thanks for your email response, but it frankly misses the request.

I have online access to my bills. the document you attached earlier has no meter readings, which is the standard.

Being a tenant rented and occupied unit, my request was to obtain a last year bill with initial meter reading after connection, provide subsequent bills with meter readings up to December 2025, that way I can accurately determine what the new tenant has used this year. NB (I already paid the bills I received from NSpower as at December)

The unit is on a new lease and the February bill and meter reading is clearly incorrect and not the responsibility of the new tenant.

Kindly rectify and update this mix-up.

Best regards,

Jideofor Nwakobi
[REDACTED]

On Mon, May 11, 2026, 09:07 home@nspower.ca <home@nspower.ca> wrote:

Dear Jide, Thank you for contacting us online. All statements are located in your online My Account. You will also find attached a copy of your first statement. Your first statement is your connection fee and applicable taxes. Please note you haven't been charged for any usage till you received your first usage bill in April.

Have a Safe Day Customer Care, Nova Scotia Power

Confidentiality Notice - The email communication is considered confidential and is intended only for the recipient(s). If you received this email in error, please contact the sender and delete the email. Unauthorized disclosure or copying of this email is prohibited.

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-  **Regulation 2.2 .pdf**
27K
-  **Regulation 5.1 Estimated Readings.pdf**
30K
-  **Regulation 6.4.pdf**
28K
-  **Jideofor Nwakobi Ledger Copy.pdf**
213K
-  **Jideofor Nwakobi Meter Reads Copy.pdf**
31K

Customer Relations <customerrelations@nspower.ca>

Mon, Oct 5, 2026 at 12:05 PM

To: Don Farmer <nspdputeresolution@gmail.com>

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

Mr. Farmer,

NS Power has noted the DRO's Final Written Decision on the subject account.

Teri

From: Don Farmer <nspdputeresolution@gmail.com>

Sent: October 5, 2026 10:40 AM

To: Jide Nwakobi <[REDACTED]>

Cc: Customer Relations <customerrelations@nspower.ca>

Subject: DRO Final Written Decision re Jideofor Nwakobi re First Statement [REDACTED]

[REDACTED], NS

****Exercise Caution - This is an external email from: nspdputeresolution@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.)

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

nspdputeresolution@gmail.com

Jideofor Nwakobi

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 are the Customer-of-Record for service from N.S.Power at [REDACTED] that you dispute "reconciliation of the retroactive charges applied to my Nova Scotia Power account: [REDACTED]"; that "Throughout Q3 & Q4 2025 period, I relied on the bills issued by Nova Scotia Power as accurate representations of the electricity consumed at my property. I paid those bills and used them to calculate and settle electricity costs with the respective tenants occupying the property."; that "Those tenancies ended 2025, and my financial accounts with the tenants and property manager were concluded based on the Nova Scotia Power bills available at the time."; that you indicate that you were "subsequently presented with a substantial retroactive billing relating to consumption from the earlier year."; that you indicate "This puts me in a very difficult position. Had the consumption been accurately reflected in the bills when it occurred, those costs would have been allocated to and settled with the tenants responsible for the usage. I no longer have that practical opportunity because their leases and accounts have already been concluded"; that N.S.Power indicate : "NS Power confirms there was a billing error after the customer placed service in their name. This resulted in no read bills or estimated bills" were generated. The billing error was corrected, and a reconciliation bill was produced in April 2026. Since that bill, all meter reads have been true reads."; that it appears that you did not receive bills, and therefore did not make any payments, over the Aug 2025 to April 2026 period (ledger attached); that N.S.Power indicates "NS Power apologizes for the billing error and the inconvenience it may have caused. If needed, NS Power can set up suitable arrangements to pay the balance off over a period of time."; that you indicate that your dispute is not whether electricity was consumed but concerns the consequences of NSPower's acknowledged billing error & the accuracy and allocation of the resulting retroactive charges; that you ask "why should the financial consequence of NS Power's acknowledged billing error fall entirely on me when that error deprived me of the opportunity to recover the electricity costs from the tenants who actually incurred them?"; and that you "request that the July - Dec 2025 bill amount be deducted from the **\$3,386.56** balance to enable us to reconcile with our Sept 2026 tenant and make payments while this matter remains open for the affected 2025 period."; that N.S.Powr indicate "Mr. Nwakobi connected service at [REDACTED] on July 23, 2025. The meter reading obtained on this date was 60219. This was a true reading and was completed in person

by a NS Power representative. As the customer was not billing, NS Power requested a read of the meter, this was completed February 25, 2026 in person and the reading was 69573.; and that N.S.Power indicate "An administrative error resulted in Mr. Nwakobi not being billed until April 2026 after his connection. NS Power sincerely apologizes for this error. His first bill was for service between his connection date of July 23, 2025 and his February 25, 2026 meter reading of 69573. This bill was for 9,354 kWh's. and Due to the administrative error and based on regulation 5.5, NS Power has placed an adjustment on the account for the difference of 37 days. An adjustment of \$335.86 has been placed on the account. The account balance is currently \$3,048.60. This adjustment has been based on the average usage of 43.1 kWh's per day."

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

Specific bills can be other than expected if they are based on estimated as opposed to actual meter readings. 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.

Once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled. Your estimated usage over the Oct and Dec 2025 periods was clearly lower than actual usage.

The Customer did not receive bills, and did not make any payments, over the Aug 2025 to April 2026 period (ledger attached).

You indicate that your dispute is not whether electricity was consumed but concerns the consequences of NSPower's acknowledged billing error & the accuracy and allocation of the resulting retroactive charges.

Board approved Regulation 2.2 states in part "An Agreement is deemed to exist between a customer and the Company for the supply of electric power and energy or for the provision of Distribution System Access, as applicable, at appropriate rates and payment therefore in accordance with these regulations by virtue of: (a) the customer applying and receiving approval for electric service; or (b) the customer consuming or paying for electric service from a date that the customer who is a party to an agreement pursuant to clause (a) (the customer of record) moves out of the premises, in which case the customer of record shall remain jointly and severally liable for the electric service account up to the date the Company is notified that the customer of record wishes to terminate the supply of electric service to the customer."

Final Written DRO Decision : In the context of Board approved Regulations 2.2 and 5.1, and after a credit of \$388.86 being applied to the subject Account, N.S.Power has appropriately billed the Customer-of-Record Jideofor Nwakobi 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

Don Farmer, P.Eng.
Dispute Resolution Officer

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

Subject: RE: Fw: 25 Sept email to the DRO from Jideofor Nwakobi re First Statement [REDACTED]

Mr. Farmer,

Mr. Nwakobi connected service at [REDACTED] on July 23, 2025. The meter reading obtained on this date was 60219. This was a true reading and was completed in person by a NS Power representative. As the customer was not billing, NS Power requested a read of the meter, this was completed February 25, 2026 in person and the reading was 69573.

An administrative error resulted in Mr. Nwakobi not being billed until April 2026 after his connection. NS Power sincerely apologizes for this error. His first bill was for service between his connection date of July 23, 2025 and his February 25, 2026 meter reading of 69573. This bill was for 9,354 kWh's.

Due to the administrative error and based on regulation 5.5, NS Power has placed an adjustment on the account for the difference of 37 days. An adjustment of \$335.86 has been placed on the account. The account balance is currently \$3,048.60. This adjustment has been based on the average usage of 43.1 kWh's per day.

Teri

From: Don Farmer <nspdisputeresolution@gmail.com>

Sent: October 1, 2026 11:08 AM

To: Customer Relations <customerrelations@nspower.ca>

Cc: Jide Nwakobi <[REDACTED]>

Subject: Fw: Fw: 25 Sept email to the DRO from Jideofor Nwakobi re First Statement 8 [REDACTED]

****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.)

nspdisputeresolution@gmail.com

N.S.Power Customer Relations

Please provide the meter reading basis, and the related record, as well as the calculation detail, that resulted in the 2 April 2026 outstanding balance of \$1959.11

Don Farmer, P.Eng.

Dispute Resolution Officer.

From: Jide Nwakobi <[REDACTED]>
Sent: Wednesday, September 30, 2026 8:00 AM
To: Don Farmer <nspdisputeresolution@gmail.com>
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: Re: Fw: 25 Sept email to the DRO from Jideofor Nwakobi re First Statement [REDACTED]

Hi Don,

Thank you for your effort in looking at this matter.

I have had a great track record with NSPower with no prior reluctance paying for power consumption, hence I don't contest the billing from April 20 2026 to date on this account.

My dispute is not whether electricity was consumed but concerns the consequences of NSPower's acknowledged billing error & the accuracy and allocation of the resulting retroactive charges.

To clarify:

1. **Opening meter reading:** ALL the records provided do not appear to show the meter reading in July 2025 when service was initially placed in my name. (Please have NS Power provide the exact opening meter reading, date of that reading, and supporting meter record). Without that information, one cannot independently verify the consumption now attributed to my account from August 2025 onward.
2. **2025 consumption:** I had 2 individual tenants sharing the property in 2025 and my property manager relied on sharing the NS Power bill available to them for settling their electricity obligations. When their tenancies ended in December 2025, had NS Power accurately billed the consumption when it occurred, those charges would have been allocated to the occupants responsible for them. The subsequent reconciliation occurred **four months** after those tenancies and accounts had been concluded by my Property Manager.
3. **Consequences of NSPower admitted error:** NSPower's apology and offer of a payment arrangement do not address the substance of my dispute. I respectfully ask **why should the financial consequence of NS Power's acknowledged billing error fall entirely on me when that error deprived me of the opportunity to recover the electricity costs from the tenants who actually incurred them?**

I am not disputing the legitimate 2026 consumption, the recent occupants are waiting to pay as long as it reflects their fair meter usage from Jan - Sept (without the retrospect lump sum heaped in April).

Accordingly, I request that the July - Dec 2025 bill amount be deducted from the **\$3,386.56** balance to enable us to reconcile with our Sept 2026 tenant and make payments while this matter remains open for the affected 2025 period.

If this cannot be resolved through this dispute process, we can exercise our right to have the matter moved upwards.

Thank you,
Jideofor Nwakobi
[REDACTED]

On Tue, Sep 29, 2026 at 12:22 PM Don Farmer <nspdisputeresolution@gmail.com> wrote:

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

nspdisputeresolution@gmail.com

Jideofor Nwakobi

Based on the immediately following highlighted N.S.Power statements, it appears to me that you did not receive bills, and therefore did not make payments, over the Aug 2025 to April 2026 period - see attached ledger. It also appears that estimated meter readings were not an issue as the attached reading record indicates all meter readings were actual

I note that N.S.Power has apologized for their error and offered to "set up suitable arrangements to pay the balance off over a period of time."

This matter appears to be explained/resolved and that you are appropriately being held responsible for payment of the outstanding balance of \$3,386.56. Do you Agree? If so, I will close my file on this matter and you may pursue a payment arrangement directly with N.S.Power. If not, I will issue a Final Written Decision on the matter which you may appeal to the NSEB.

Don Farmer, P.Eng.

Dispute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>

Sent: Tuesday, September 29, 2026 11:44 AM

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

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

Subject: Re: 25 Sept email to the DRO from Jideofor Nwakobi re First Statement [REDACTED]
[REDACTED]

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.

NS Power confirms there was a billing error after the customer placed service in their name. This resulted in no read bills or estimated bills the be generated. The billing error was corrected, and a reconciliation bill was produced in April 2026. Since that bill, all meter reads have been true reads.

NS Power apologizes for the billing error and the inconvenience it may have caused. If needed, NS Power can set up suitable arrangements to pay the balance off over a period of time.

It is NS Power's position that the subject account is currently been billed appropriately.

Derek.

From: Jide Nwakobi <[REDACTED]>
Sent: Monday, September 28, 2026 5:44 PM
To: Customer Relations <customerrelations@nspower.ca>
Cc: Don Farmer <nspdisputeresolution@gmail.com>
Subject: Re: 25 Sept email to the DRO from Jideofor Nwakobi re First Statement [REDACTED]
[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.**

Hello Derek,

I hereby grant my consent to release my account information to the DRO.

Best regards,

Jideofor Nwakobi
[REDACTED]

On Mon, Sep 28, 2026, 15:24 Customer Relations <customerrelations@nspower.ca> wrote:

Mr. Farmer,

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

Jideofor, 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.

Derek.

From: Don Farmer <nspdisputeresolution@gmail.com>
Sent: Saturday, September 26, 2026 10:57 AM

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

Subject: 25 Sept email to the DRO from Jideofor Nwakobi re First Statement [REDACTED]
[REDACTED]

****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

Jideofor Nwakobi: N.S.Power Customer Relations

Jideofor

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.

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.

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: Jide Nwakobi <[REDACTED]>
Sent: Friday, September 25, 2026 4:44 PM
To: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Cc: Nova Scotia Power <home@nspower.ca>; questions@nspower.ca <questions@nspower.ca>
Subject: Fwd: First Statement [REDACTED]

Hello Reconciliation Team,

I have reached out to customer service several times on this issue with no resolution. I am requesting an urgent review and reconciliation of the retroactive charges applied to my Nova Scotia Power account [REDACTED]

Throughout Q3 & Q4 2025 period, I relied on the bills issued by Nova Scotia Power as accurate representations of the electricity consumed at my property. I paid those bills and used them to calculate and settle electricity costs with the respective tenants occupying the property.

Those tenancies ended 2025, and my financial accounts with the tenants and property manager were concluded based on the Nova Scotia Power bills available at the time. Then this February 2026, after I reached out to NSPower to understand my billing, I was subsequently presented with a substantial retroactive billing relating to consumption from the earlier year.

This puts me in a very difficult position. Had the consumption been accurately reflected in the bills when it occurred, those costs would have been allocated to and settled with the tenants responsible for the usage. I no longer have that practical opportunity because their leases and accounts have already been concluded.

I am significantly let down by the billing process and am requesting that the reconciliation team review the historical adjustment with these circumstances specifically taken into consideration.

Please confirm receipt and advise on the resolution of this matter as soon as possible.

Regards,

NSP Account: [REDACTED]

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

From: Identification <id@nspower.ca>

Date: Sun, May 17, 2026 at 8:41 AM

Subject: RE: First Statement [REDACTED]

To: Jide Nwakobi <[REDACTED]>

Dear Jide Nwakobi,

*****THIS IS A DO NOT REPLY EMAIL*****

Thank you for your patience as we work to restore systems impacted by the recent cyber incident. More information can be found on our website at [Home | Nova Scotia Power](#).

At this time, we are not actively managing email inquiries, you have any questions, or any information to add, please call Customer Care at 1-800-428-6230 Monday to Friday from 8am to 6pm.

To view your bill history please:

- Select Your Bills tab.
- Select Apply Filter (to the right of your account #).
 - If using a smart phone: select the icon to the right of your account#.
- Select the Start Date and End Date that you wish to view. **Please use the calendar to select day, month and year for both the start and end dates for the bills you wish to view.**
- Select Apply.
- You'll be returned back to Your Bills page – scroll down to see the bill history.
- **You may need to select Load More to see additional bills in your history.**

If you have any questions, please do not hesitate to contact us at [1-800-428-6230](tel:1-800-428-6230) weekdays 8am – 6pm.

Have a safe day.

Lisa | Nova Scotia Power

T: [800-428-6230](tel:800-428-6230) | F: [888-428-6108](tel:888-428-6108)

www.nspower.ca

Follow us on X

From: Jide Nwakobi [REDACTED] >
Sent: Monday, May 11, 2026 11:17 AM
To: Nova Scotia Power <home@nspower.ca>
Subject: Re: First Statement

****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.****

Hello,

Thanks for your email response, but it frankly misses the request.

I have online access to my bills. the document you attached earlier has no meter readings, which is the standard.

Being a tenant rented and occupied unit, my request was to obtain a last year bill with initial meter reading after connection, provide subsequent bills with meter readings up to December 2025, that way I can accurately determine what the new tenant has used this year. NB (I already paid the bills I received from NSpower as at December)

The unit is on a new lease and the February bill and meter reading is clearly incorrect and not the responsibility of the new tenant.

Kindly rectify and update this mix-up.

Best regards,

Jideofor Nwakobi
[REDACTED]

On Mon, May 11, 2026, 09:07 home@nspower.ca <home@nspower.ca> wrote:

Dear Jide, Thank you for contacting us online. All statements are located in your online My Account. You will also find attached a copy of your first statement. Your first statement is your connection fee and applicable taxes. Please note you haven't been charged for any usage till you received your first usage bill in April.

Have a Safe Day Customer Care, Nova Scotia Power

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Jide Nwakobi [REDACTED]

Mon, Oct 5, 2026 at 3:26 PM

To: Customer Relations <customerrelations@nspower.ca>

Cc: Don Farmer <nspdissputeresolution@gmail.com>, Customer Relations <customerrelations@nspower.ca>

Hello Don,

I sincerely appreciate your effort on this issue.

Your final decision has been noted.

I will however explore the option to appeal to the Board within the next couple of days.

Best regards,

Jideofor Nwakobi

On Mon, Oct 5, 2026 at 12:05 PM Customer Relations <customerrelations@nspower.ca> wrote:

Mr. Farmer,

NS Power has noted the DRO's Final Written Decision on the subject account.

Teri

From: Don Farmer <nspdissputeresolution@gmail.com>

Sent: October 5, 2026 10:40 AM

To: Jide Nwakobi <[REDACTED]>

Cc: Customer Relations <customerrelations@nspower.ca>

Subject: DRO Final Written Decision re Jideofor Nwakobi re First Statement [REDACTED]

****Exercise Caution - This is an external email from: nspdissputeresolution@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.)

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

nspdissputeresolution@gmail.com

Jideofor Nwakobi

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 are the Customer-of-Record for service from N.S.Power at [REDACTED] that you dispute "reconciliation of the retroactive charges applied to my Nova Scotia Power account: [REDACTED]"; that "Throughout Q3 & Q4 2025 period, I relied on the bills issued by Nova Scotia Power as accurate representations of the electricity consumed at my property. I paid those bills and used them to calculate and settle electricity costs with the respective tenants occupying the property."; that "Those tenancies ended 2025, and my financial accounts with the tenants and property manager were concluded based on the Nova Scotia Power bills available at the time."; that you indicate that you were "subsequently presented with a substantial retroactive billing relating to consumption from the earlier year."; that you indicate "This puts me in a very difficult position. Had the consumption been accurately reflected in the bills when it occurred, those costs would have been allocated to and settled with the tenants responsible for the usage. I no longer have that practical opportunity because their leases and accounts have already been concluded"; that N.S.Power indicate : "NS Power confirms there was a billing error after the customer placed service in their name. This resulted in no read bills or estimated bills" were generated. The billing error was corrected, and a reconciliation bill was produced in April 2026. Since that bill, all meter reads have been true reads."; that it appears that you did not receive bills, and therefore did not make any payments, over the Aug 2025 to April 2026 period (ledger attached); that N.S.Power indicates "NS Power apologizes for the billing error and the inconvenience it may have caused. If needed, NS Power can set up suitable arrangements to pay the balance off over a period of time."; that you indicate that your dispute is not whether electricity was consumed but concerns the consequences of NSPower's acknowledged billing error & the accuracy and allocation of the resulting retroactive charges; that you ask "why should the financial consequence of NS Power's acknowledged billing error fall entirely on me when that error deprived me of the opportunity to recover the electricity costs from the tenants who actually incurred them?"; and that you "request

that the July - Dec 2025 bill amount be deducted from the **\$3,386.56** balance to enable us to reconcile with our Sept 2026 tenant and make payments while this matter remains open for the affected 2025 period.";that N.S.Powr indicate "Mr. Nwakobi connected service at [REDACTED] on July 23, 2025. The meter reading obtained on this date was 60219. This was a true reading and was completed in person by a NS Power representative. As the customer was not billing, NS Power requested a read of the meter, this was completed February 25, 2026 in person and the reading was 69573.; and that N.S.Power indicate "An administrative error resulted in Mr. Nwakobi not being billed until April 2026 after his connection. NS Power sincerely apologizes for this error. His first bill was for service between his connection date of July 23, 2025 and his February 25, 2026 meter reading of 69573. This bill was for 9,354 kWh's.and Due to the administrative error and based on regulation 5.5, NS Power has placed an adjustment on the account for the difference of 37 days. An adjustment of \$335.86 has been placed on the account. The account balance is currently \$3,048.60. This adjustment has been based on the average usage of 43.1 kWh's per day."

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

Specific bills can be other than expected if they are based on estimated – as opposed to actual – meter readings. 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.

Once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled. Your estimated usage over the Oct and Dec 2025 periods was clearly lower than actual usage.

The Customer did not receive bills, and did not make any payments, over the Aug 2025 to April 2026 period (ledger attached).

You indicate that your dispute is not whether electricity was consumed but concerns the consequences of NSPower's acknowledged billing error & the accuracy and allocation of the resulting retroactive charges.

Board approved Regulation 2.2 states in part "An Agreement is deemed to exist between a customer and the Company for the supply of electric power and energy or for the provision of Distribution System Access, as applicable, at appropriate rates and payment therefore in accordance with these regulations by virtue of: (a) the customer applying and receiving approval for electric service; or (b) the customer consuming or paying for electric service from a date that the customer who is a party to an agreement pursuant to clause (a) (the customer of record) moves out of the premises, in which case the customer of record shall remain jointly and severally liable for the electric service account up to the date the Company is notified that the customer of record wishes to terminate the supply of electric service to the customer."

Final Written DRO Decision : In the context of Board approved Regulations 2.2 and 5.1, and after a credit of \$388.86 being applied to the subject Account, N.S.Power has appropriately billed the Customer-of-Record Jideofor Nwakobi 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](tel:902-424-1332) , Toll Free in NS: [1-833-809-0040](tel:1-833-809-0040) ; Fax - [902-424-3919](tel:902-424-3919)

Don Farmer, P.Eng.

Dispute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>
Sent: Monday, October 05, 2026 9:38 AM
To: 'Don Farmer' <nspdisputeresolution@gmail.com>
Cc: Jide Nwakobi <[REDACTED]> Customer Relations <customerrelations@nspower.ca>
Subject: RE: Fw: 25 Sept email to the DRO from Jideofor Nwakobi re First Statement [REDACTED]
[REDACTED]

Mr. Farmer,

Mr. Nwakobi connected service at [REDACTED] on July 23, 2025. The meter reading obtained on this date was 60219. This was a true reading and was completed in person by a NS Power representative. As the customer was not billing, NS Power requested a read of the meter, this was completed February 25, 2026 in person and the reading was 69573.

An administrative error resulted in Mr. Nwakobi not being billed until April 2026 after his connection. NS Power sincerely apologizes for this error. His first bill was for service between his connection date of July 23, 2025 and his February 25, 2026 meter reading of 69573. This bill was for 9,354 kWh's.

Due to the administrative error and based on regulation 5.5, NS Power has placed an adjustment on the account for the difference of 37 days. An adjustment of \$335.86 has been placed on the account. The account balance is currently \$3,048.60. This adjustment has been based on the average usage of 43.1 kWh's per day.

Teri

From: Don Farmer <nspdisputeresolution@gmail.com>
Sent: October 1, 2026 11:08 AM
To: Customer Relations <customerrelations@nspower.ca>
Cc: Jide Nwakobi <[REDACTED]>
Subject: Fw: Fw: 25 Sept email to the DRO from Jideofor Nwakobi re First Statement [REDACTED]
[REDACTED]

****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.)

nspdisputeresolution@gmail.com

N.S.Power Customer Relations

Please provide the meter reading basis, and the related record, as well as the calculation detail , that resulted in the 2 April 2026 outstanding balance of \$1959.11

Don Farmer, P.Eng.

Dispute Resolution Officer.

From: Jide Nwakobi [REDACTED]
Sent: Wednesday, September 30, 2026 8:00 AM
To: Don Farmer <nspdisputeresolution@gmail.com>
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: Re: Fw: 25 Sept email to the DRO from Jidefor Nwakobi re First Statement [REDACTED]
[REDACTED]

Hi Don,

Thank you for your effort in looking at this matter.

I have had a great track record with NSPower with no prior reluctance paying for power consumption, hence I don't contest the billing from April 20 2026 to date on this account.

My dispute is not whether electricity was consumed but concerns the consequences of NSPower's acknowledged billing error & the accuracy and allocation of the resulting retroactive charges.

To clarify:

1. **Opening meter reading:** ALL the records provided do not appear to show the meter reading in July 2025 when service was initially placed in my name. (Please have NS Power provide the exact opening meter reading, date of that reading, and supporting meter record). Without that information, one cannot independently verify the consumption now attributed to my account from August 2025 onward.
2. **2025 consumption:** I had 2 individual tenants sharing the property in 2025 and my property manager relied on sharing the NS Power bill available to them for settling their electricity obligations. When their tenancies ended in December 2025, had NS Power accurately billed the consumption when it occurred, those charges would have been allocated to the occupants responsible for them. The subsequent reconciliation occurred **four months** after those tenancies and accounts had been concluded by my Property Manager.
3. **Consequences of NSPower admitted error:** NSPower's apology and offer of a payment arrangement do not address the substance of my dispute. I respectfully ask **why should the financial consequence of NS Power's acknowledged billing error fall entirely on me when that error deprived me of the opportunity to recover the electricity costs from the tenants who actually incurred them?**

I am not disputing the legitimate 2026 consumption, the recent occupants are waiting to pay as long as it reflects their fair meter usage from Jan - Sept (without the retrospect lump sum heaped in April).

Accordingly, I request that the July - Dec 2025 bill amount be deducted from the **\$3,386.56** balance to enable us to reconcile with our Sept 2026 tenant and make payments while this matter remains open for the affected 2025 period.

If this cannot be resolved through this dispute process, we can exercise our right to have the matter moved upwards.

Thank you,
Jideofor Nwakobi

On Tue, Sep 29, 2026 at 12:22 PM Don Farmer <nspdisputeresolution@gmail.com> wrote:

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

nspdisputeresolution@gmail.com

Jideofor Nwakobi

Based on the immediately following highlighted N.S.Power statements, it appears to me that you did not receive bills, and therefore did not make payments, over the Aug 2025 to April 2026 period - see attached ledger. It also appears that estimated meter readings were not an issue as the attached reading record indicates all meter readings were actual

I note that N.S.Power has apologized for their error and offered to "set up suitable arrangements to pay the balance off over a period of time."

This matter appears to be explained/resolved and that you are appropriately being held responsible for payment of the outstanding balance of \$3,386.56. Do you Agree ? If so, I will close my file on this matter and you may pursue a payment arrangement directly with N.S.Power. If not, I will issue a Final Written Decision on the matter which you may appeal to the NSEB.

Don Farmer, P.Eng.

Dispute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>

Sent: Tuesday, September 29, 2026 11:44 AM

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

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

Subject: Re: 25 Sept email to the DRO from Jideofor Nwakobi re First Statement [REDACTED]

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.

NS Power confirms there was a billing error after the customer placed service in their name. This resulted in no read bills or estimated bills to be generated. The billing error was corrected, and a reconciliation bill was produced in April 2026. Since that bill, all meter reads have been true reads.

NS Power apologizes for the billing error and the inconvenience it may have caused. If needed, NS Power can set up suitable arrangements to pay the balance off over a period of time.

It is NS Power's position that the subject account is currently being billed appropriately.

Derek.

From: Jide Nwakobi [REDACTED] >
Sent: Monday, September 28, 2026 5:44 PM
To: Customer Relations <customerrelations@nspower.ca>
Cc: Don Farmer <nspdisputeresolution@gmail.com>
Subject: Re: 25 Sept email to the DRO from Jidefor Nwakobi re First Statement [REDACTED]
[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.****

Hello Derek,

I hereby grant my consent to release my account information to the DRO.

Best regards,

Jidefor Nwakobi
[REDACTED]

On Mon, Sep 28, 2026, 15:24 Customer Relations <customerrelations@nspower.ca> wrote:

Mr. Farmer,

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

Jidefor, 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.

Derek.

From: Don Farmer <nspdisputeresolution@gmail.com>

Sent: Saturday, September 26, 2026 10:57 AM

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

Subject: 25 Sept email to the DRO from Jideofor Nwakobi re First Statement [REDACTED]
[REDACTED]

****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

Jideofor Nwakobi: N.S.Power Customer Relations

Jideofor

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.

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 of 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.

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: Jide Nwakobi [REDACTED] >
Sent: Friday, September 25, 2026 4:44 PM
To: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Cc: Nova Scotia Power <home@nspower.ca>; questions@nspower.ca <questions@nspower.ca>
Subject: Fwd: First Statement [REDACTED]

Hello Reconciliation Team,

I have reached out to customer service several times on this issue with no resolution. I am requesting an urgent review and reconciliation of the retroactive charges applied to my Nova Scotia Power account:
[REDACTED]

Throughout Q3 & Q4 2025 period, I relied on the bills issued by Nova Scotia Power as accurate representations of the electricity consumed at my property. I paid those bills and used them to calculate and settle electricity costs with the respective tenants occupying the property.

Those tenancies ended 2025, and my financial accounts with the tenants and property manager were concluded based on the Nova Scotia Power bills available at the time. Then this February 2026, after I reached out to NSPower to understand my billing, I was subsequently presented with a substantial retroactive billing relating to consumption from the earlier year.

This puts me in a very difficult position. Had the consumption been accurately reflected in the bills when it occurred, those costs would have been allocated to and settled with the tenants responsible for the usage. I no longer have that practical opportunity because their leases and accounts have already been concluded.

I am significantly let down by the billing process and am requesting that the reconciliation team review the historical adjustment with these circumstances specifically taken into consideration.

Please confirm receipt and advise on the resolution of this matter as soon as possible.

Regards,

NSP Account: [REDACTED]

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

From: Identification <id@nspower.ca>

Date: Sun, May 17, 2026 at 8:41 AM

Subject: RE: First Statement [REDACTED]

To: Jide Nwakobi <[REDACTED]>

Dear Jide Nwakobi,

*****THIS IS A DO NOT REPLY EMAIL*****

Thank you for your patience as we work to restore systems impacted by the recent cyber incident. More information can be found on our website at [Home | Nova Scotia Power](#).

At this time, we are not actively managing email inquiries, you have any questions, or any information to add, please call Customer Care at 1-800-428-6230 Monday to Friday from 8am to 6pm.

To view your bill history please:

- Select Your Bills tab.
- Select Apply Filter (to the right of your account #).
 - If using a smart phone: select the icon to the right of your account#.
- Select the Start Date and End Date that you wish to view. **Please use the calendar to select day, month and year for both the start and end dates for the bills you wish to view.**
- Select Apply.
- You'll be returned back to Your Bills page – scroll down to see the bill history.
- **You may need to select Load More to see additional bills in your history.**

If you have any questions, please do not hesitate to contact us at [1-800-428-6230](tel:1-800-428-6230) weekdays 8am – 6pm.

Have a safe day.

Lisa | Nova Scotia Power

T: [800-428-6230](tel:800-428-6230) | F: [888-428-6108](tel:888-428-6108)

www.nspower.ca

Follow us on X

From: Jide Nwakobi <[REDACTED]>
Sent: Monday, May 11, 2026 11:17 AM
To: Nova Scotia Power <home@nspower.ca>
Subject: Re: First Statement

[REDACTED]

Hello,

Thanks for your email response, but it frankly misses the request.

I have online access to my bills. the document you attached earlier has no meter readings, which is the standard.

Being a tenant rented and occupied unit, my request was to obtain a last year bill with initial meter reading after connection, provide subsequent bills with meter readings up to December 2025, that way I can accurately determine what the new tenant has used this year. NB (I already paid the bills I received from NSpower as at December)

The unit is on a new lease and the February bill and meter reading is clearly incorrect and not the responsibility of the new tenant.

Kindly rectify and update this mix-up.

Best regards,

Jideofor Nwakobi
[REDACTED]

On Mon, May 11, 2026, 09:07 home@nspower.ca <home@nspower.ca> wrote:

Dear Jide, Thank you for contacting us online. All statements are located in your online My Account. You will also find attached a copy of your first statement. Your first statement is your connection fee and

applicable taxes. Please note you haven't been charged for any usage till you received your first usage bill

in April. Have a Safe Day Customer Care, Nova Scotia Power

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