

Office of the Consumer Advocate

PO Box 23135
Terrace on the Square
St. John's, NL Canada
A1B 4J9

Tel: 709-724-3800
Fax: 709-754-3800

December 18, 2025

Via Email

The Board of Commissioners of Public Utilities
Prince Charles Building
120 Torbay Road, P.O. Box 21040
St. John's, NL A1A 5B2

**Attention: Jo-Anne Galarneau
Executive Director and Board Secretary**

Dear Ms. Galarneau:

Re: Consumer Complaints on November Electric Bills

Numerous complaints have been forwarded by ratepayers protesting their November electricity bills and requesting an investigation.

To date, well over 80 complaints have been received and they are ongoing. Some ratepayers maintain that their meter readings must be inaccurate. Many are requesting that Newfoundland Power conduct onsite testing of their meters because they have no confidence in the readings from these meters.

I am therefore requesting a full review of Newfoundland Power's November billing practices and a full assessment of Newfoundland Power's meters.

Noteworthy, Newfoundland Power is one of the few jurisdictions in Canada that have not adopted Smart Meters, much to the detriment of ratepayers.

Yours truly,


Dennis Browne, KC
Consumer Advocate

Encl.
/jm