

From: [REDACTED]
To: [Murray, Kathleen](#)
Cc: [Wallace, Lisa](#); [Nakhatovych, Maryna](#); [Penney, Nicole](#); [Kelly Mason](#); [Forsey, Lisa](#); [Ross, Jennifer](#); [Lanteigne, Chris](#)
Subject: Re: M12413 NSPI to NSEB Bowser DRO Appeal IR Responses
Date: September 18, 2025 5:21:55 PM
Attachments: [image001.png](#)
[SEPT 2025 bill.png](#)

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

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hello

I have received a bill from NSP, stating that I owe an Additional \$548.41 for the billing Period of sept 17 (I will attach below)

I have again been overcharged by NSP, based on the numbers provided, with the information on this Bill I used an average of 27.2 Kwh per day, at a rate of 0.18 Cents per Kwh, I Owed at the time -29.36. the Period for the Billing state that it was a for 62 days. so the calculation I used was $27.2 \times 0.18 = 4.89$ (rounded up to 4.90) which is the amount I owe per day for 62 days. $62 \times 4.90 = 303.80$, $303.80 + 38.34$ (base charge for electricity) = 342.14 not the 550.25. even if I calculate using the total Kwh (2758 Kwh) the total comes to 496.44, with 534.78 the total after that charge.

in the bill they stated that for sept 2025 I used 27.2 kwh per day, over a 62 day period. 27.2

$\text{Kwh} \times 62 \text{ days} = 1686.4 \text{ Kwh}$

they are messing up there own calculation, which brings more attention to the meter

readings not being accurate, or NSP is messing up

their own calculations for billing. weather this is on purpose, because of the Security Hack or just plain greed, I do not know, but this is clear

evidence that they are in the wrong.

On Thu, Sep 18, 2025 at 2:40 PM Murray, Kathleen <Kathleen.Murray@nspower.ca> wrote:

Good afternoon Mr. Bowser,

As your complaint has now been formally opened with the Nova Scotia Energy Board, please note that all correspondence related to this matter (M12413) must include all parties involved, including the Board and NS Power.

Once you send correspondence to the Board, the Clerk will acknowledge receipt. The Board will also post your correspondence as an exhibit under the formal matter number on its website, ensuring transparency and keeping all parties informed throughout the review process. Please be aware that any written communication, such as letters, emails, or documents, will form part of the official record.

For more information about the complaint process, please visit the Board's official site: [Nova Scotia Energy and Regulatory Boards Tribunal – Complaints](#).

Regards,

Kathleen Murray (she/her) | Regulatory Counsel | Nova Scotia Power

C: 782-640-9405

E: kathleen.murray@nspower.ca

www.nspower.ca



From: RedCastle Bowser [REDACTED]
Sent: September 18, 2025 2:29 PM
To: Kelly Mason <Kelly.Mason@nspower.ca>
Cc: Forsey, Lisa <Lisa.Forsey@nspower.ca>; Murray, Kathleen <Kathleen.Murray@nspower.ca>
Subject: Re: M12413 NSPI to NSEB Bowser DRO Appeal IR Responses

****Exercise Caution - This is an external email from:** [REDACTED]

[REDACTED]
Email" to submit for review.**

Hello

I have several questions based on what I have read

First, if the E meters were not affected by the cyber security incident, then why did NSP have to send people out to read those meters in-person? Additionally if those meters were working properly, why is there such a disparity between the usage measured by the E-meet and the in person reading that would have been done in June / July?

Secondly, If NSP doesn't need to Quality check the E-meters, and it did not impact the accuracy why did they send out workers to do the readings? in there own statement they stated

"Since the cyber incident discovered on April 25, power meters have continued to function and gather accurate energy usage data from homes and businesses across the province. However, due to the cyber incident, the meters have not been able to communicate that data to our systems."

(Ref: <https://www.nspower.ca/home---cyber#:~:text=July%208%2C%202025,a%20similar%20time%20of%20year.>)

if the Meters were accurate, and continued to collect data as per, then nothing would have changed, and the Bills the Nova Scotians have received would not have been out of order. In reference to my bill they stated that I used over what the meter had calculated, and that I was required to pay more for the usage. This does not seem like a well functioning system. so either the Cyber attack did affect the e-meter systems, or the E-meters are experiencing a fault.

Adam Bowser

On Thu, Sep 18, 2025, 2:01 p.m. Kelly Mason <Kelly.Mason@nspower.ca> wrote:

Adam Bowser,

Please see attached on behalf of NS Power, filed today with the NSEB.

Kind Regards,

Kelly Mason

Kelly Mason | Administrative Assistant – Regulatory Affairs | **Nova Scotia Power**
[1223 Lower Water Street, Halifax, NS B3J 3S8](#) | L6B

E: kelly.mason@nspower.ca
www.nspower.ca

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Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
Any questions? Please call us at 1-800-428-6230
Weekdays 8am-6pm
www.nspower.ca

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Web Access #

Billing process
update:
nspower.ca/billing

Account Number [REDACTED] Amount due Oct 17 \$548.41

ADAM L BOWSER
Service address

Domestic
Service from Jul 14 to Sep 17, 2025

[REDACTED]

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2241226	02B	65	81491.00	78733.00	1	2758

Your bill was estimated for this period

Billing date Sep 17 Includes payments received by Sep 17

Amount owing from last bill	470.64	
Payment received Jul 24 - Thank you	-250.00	
Payment received Aug 22 - Thank you	-250.00	
Balance owing after last payment		-\$29.36

Energy charges:

Base Charge \$19.17/month	38.34	
Energy 2758 kWh x \$0.18561	511.91	
Total energy charges		550.25

Other charges

Tax: HST (11931 4938 RT)	77.04	
Provincial Rebate	-49.52	
Total other charges		27.52

Total amount due \$548.41

Amount due Oct 17, 2025 \$548.41

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

Your average cost of
electricity during this
period was \$8.47
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Sep 25	2758	65	42.4
Jul 25	3719	122	30.5
May 25	2400	63	38.1
Mar 25	2881	56	51.4
Jan 25	3034	63	48.2
Nov 24	1852	60	30.9
Sep 24	1688	62	27.2



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

Account Number [REDACTED] Amount due Oct 17 \$548.41

Enter payment amount

ADAM L BOWSER

[REDACTED]

[REDACTED]

For Electronic
Payments Only