

August 20 2025

To: Maryna Nakhatovych

Good afternoon

Below I will reattach the screen capture of my Bank statement that has been summarized as all payments made to Nova Scotia power for the year of 2025. As you can see each month I have sent them, as stated between 250-300 dollars. If you total the amounts between the month of March and July you will see that I have paid them \$1300, up to an amount of \$1900 if you include the Jan and Feb payments as well. More so even now as just today I have paid them an additional amount of \$250 for the month of Aug.

I will also attach the three bills I collected from the "my account" page of their web site where I was able to view the amount owing. The total amount of which appears to be \$1247.74 for that time period (all of which was previously submitted to the appeal.) which means I paid over the amount they were asking for, in that time period and yet I am still on the hook for owing more, during that same time period.

NSP is claiming that between the the month of march and july an additional 6119 kwh (minus 2400kwh for a total of 3719 kwh) was used based on the visual reading of their E-meter, the DRO agreed with this calculation based off of previous meter reads for the month of march. However, if you look at the meter readings, over the months after you will see a steady decline in power consumption.

The reason for this is because I have more energy efficient utilities now, and I have been heating my home with wood as well as electricity, to offset the high cost of power. It seems that to myself and other Nova Scotians that we are being gaslit, NSP asks us to become more energy efficient and then uses our meter readings from the year previous, to claim that we can't be more energy efficient and that the meter reading is correct.

I do not know how the E-meters work fully, I understand the basic process of measuring how much electricity is consumed at the terminal, however in the last few years NSP forced all of its customers to get the E-meters, I also know that electronic signals can be altered in many different ways. If a system is reset, depending on how it's programmed , it can either move back to its "factory settings" which can cause issues with calculations. Many computers, electronic measurement devices and speed radars have to be re-calibrated after use, power failure or because a sufficient amount of time has passed.

In the time I have lived at this address I have yet to see any NSPI technicians come and calibrate the power measurement device on the side of my home, All I have witnessed was the technician install it. If NSP collects the data from the devices, are they sure that all the equipment is calibrated properly so as not to have situations of misread meters, passed on to their customers?

Do they have proof of calibrating each device on the side of every home? Or that the device doesn't require it If they claim they do not need to? even low tech measurement devices like electronic scales have to have it done occasionally. So I bring into question the validity of these readings from the meters. As NSP is still trying to figure out what happened during the cyber security incident, (as it is posted all over their website) they have admitted that more customers were affected than previously reported, and they were conducting an investigation to see if there was more done. This makes me question the integrity of these E-meters, and whether or not they were affected by the cyber security incident.

Even if it wasn't, there is more than enough doubt raised by this incident to question NSP Actions as of late. Everywhere across Nova Scotia, Customers are saying the same thing "why did my bill suddenly increase?" It's either because of a poorly calibrated system, inattentive management or the cyber security incident did more than previously thought.

It should not be left on the shoulders of the consumer to make up the difference, when power is a necessity for life. And while I understand that the DRO doesn't make or amend policy, the NSUARB is supposed to.

To summarize my argument on this;

- I have paid more to NSP than they are claiming that I owe, while still claiming that I owe them more money.
- NSP uses past E-meter readings to state that there is no possible way that they could have billed wrong, even though no one in NS has to report to them that they have purchased or used a more efficient appliance or an alternative method (such as woodburning for heat) to cut back on power consumption.
- The E-meters calibration and integrity is questionable at best because of several factors, including not calibrating each device for every home after any possible power failure, power spike etc. Or that they have been compromised from the Cyber Security Incident.

NSPI's integrity with proper billing is in question, and I cite any and all appeals, and DRO decisions in the past, as well as the claims of Nova Scotians across the province, as more and more are speaking up about this situation. NSP constantly is requesting rate hikes because of claims of maintenance, which to my knowledge doesn't include anything to do with the E-meters. This company is getting profits in the billions for its share holders, but it expects its consumers will pay for everything because they are the only show in town. As such they feel like they hold all the cards and can get away with charging consumers more for their inadequate actions. They provide a necessity, as life in Nova Scotia without electricity is difficult, it is mandatory for our day to day lives, without it i would not be able to reply to this appeal properly and thus lose the right to present my side.

Thank you Very much
Adam Bowser

