

From: [Murray, Kathleen](#)
To: [REDACTED]
Subject: [Wallace, Lisa](#); [Nakhatovych, Maryna](#); [Penney, Nicole](#); [Kelly Mason](#); [Forsey, Lisa](#); [Ross, Jennifer](#); [Lanteigne, Chris](#)
Date: RE: M12413 NSPI to NSEB Bowser DRO Appeal IR Responses
September 18, 2025 2:40:44 PM
Attachments: [image001.png](#)

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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

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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

We acknowledge that we live and work in Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq people.



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