

sean@blarneystonerestaurant.ca

From: sean@blarneystonerestaurant.ca
Sent: August 25, 2025 9:47 AM
To: 'Lanteigne, Chris'
Subject: RE: Billing issues

Hello Chris,

I am just looking at our billing and it looks like the last two bills are scheduled to be debited from our account.

Shouldn't the bill from Aug 8 replace Aug 5?

The Aug 5 bill for \$1220.66 is scheduled to be withdrawn today and the Aug 8 bill for \$1276.52 is scheduled for Aug 28.

I am seriously disappointed at what has gone on with Nova Scotia Power in the past 5 months.

Regards,

Sean

--

Sean MacLeod
Owner
Blarney Stone Restaurant
16339 Hwy 103
Hebbs Cross, NS
B4V 0Y8
☎(902) 543-6229 | 📠(902) 543-7184 | ✉sean@blarneystonerestaurant.ca

Web Site: www.blarneystonerestaurant.ca
Facebook: www.facebook.com/blarneystonerestaurant
Instagram: www.instagram.com/blarneystonerestaurant/
Twitter: twitter.com/blarneystonens

From: Lanteigne, Chris <Chris.Lanteigne@nspower.ca>
Sent: August 12, 2025 4:21 PM
To: sean@blarneystonerestaurant.ca
Subject: RE: Billing issues

Hi Sean,

Thank you for your response and for confirming that the recent meter change did not affect your restaurant's operation.

To address your questions:

First, we acknowledge that there has been a higher rate of estimated bills due to the recent incident and that this is not an ideal experience. It did take time to re-establish the ability to ingest data and secure meter readers. Immediately after the incident was identified, there was also a significant work effort to restore other functionality and that work continues even now.

- As mentioned, for billing our current primary goal is to obtain actual meter readings for customers, and issues like the one affecting your meter and business are rare across our customer base - but we are addressing them as we uncover them.
- Estimated bills have been a part of our business even prior to this incident, again I recognize the delays caused by the cyber incident and volume of estimations have not been ideal for our customers. Our teams continue to estimate bills when meters cannot be read.
- We understood the importance of getting billing back to a normal schedule, as echoed by feedback from customers and other stakeholders. We know that not receiving a bill causes the amounts owing to grow, so we focused on issuing bills using our estimation process and then moving to meter reading as soon as we could.
- We are also working to restore the ability to remotely connect with meters.

Second, we are currently analyzing bills, and if we identify any issues, we will proactively notify those customers and make any necessary adjustments. As always, customers are welcome to contact us with any questions, and we will review their unique situation.

Lastly, we were onsite to read the meter on August 7th. I received additional clarity on the estimated bill you received; it was the one with a demand charge of 20.3 dated August 5. This bill was cancelled in our system, and a new bill was issued after the meter read, with a demand charge of 18.5 (and it is for two additional days to line up with the meter read, so the date is August 7). This August 7 bill did have an actual meter read, but we used the July 2024 demand charge. My apologies for this, I had thought we caught the August 5 bill before it was delivered.

I do appreciate your thoughtful questions. Again, I'm happy to talk about this further if you like.

Thanks,
Chris

Chris Lanteigne (he/him) | Director, Customer Care | **Nova Scotia Power**

E: chris.lanteigne@nspower.ca

www.nspower.ca



From: sean@blarneystonerrestaurant.ca <sean@blarneystonerrestaurant.ca>

Sent: August 10, 2025 2:46 PM

To: Lanteigne, Chris <Chris.Lanteigne@nspower.ca>

Subject: RE: Billing issues

****Exercise Caution - This is an external email from: sean@blarneystonerrestaurant.ca.**

Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.**

Dear Chris,

I wanted to let you know that my meter was swapped early this morning. I appreciate your team arranging for this to be done before our business day began.

That said, the three points I outlined in my last message remain relevant and I am still seeking clarification:

1. **Delay in Identifying the Issue**
 - If single-phase demand meters cannot be reset manually, why wasn't this identified and addressed earlier in the outage period?
 - This appears to be a known limitation, and customers like myself have likely received inaccurate demand charges on previous "estimated" bills.
2. **Review of Other Single-Phase Demand Customers**
 - You mentioned that reviews will be conducted for customers with the same meter type.
 - Will customers be proactively notified if discrepancies are found?
 - Will adjustments be made automatically, or will customers need to request them?
3. **Attempt to Read the Meter**
 - With an attempt to read my meter this past week, can you confirm the date and time, as we received an estimated bill dated August 5?

I look forward to your response on these points.

Sincerely,
Sean MacLeod

--

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From: Lanteigne, Chris <Chris.Lanteigne@nspower.ca>

Sent: August 9, 2025 4:16 PM

To: sean@blarneystonerestaurant.ca

Subject: Re: Billing issues

Hi Sean,

I've been talking about your situation with the team and wanted to follow up myself.

Thank you for your questions. We genuinely appreciate your patience and understanding as we navigate the challenges posed by the recent cybersecurity incident.

This sophisticated ransomware attack temporarily disrupted our ability to ingest data into our billing systems. In response, we have been working diligently to secure new meter readers and prioritize the reading of demand customers' meters.

During this week's reading of your meter, we noticed the need to change your meter. We have made arrangements to do this so that the demand can be manually reset, and while your July bill has an actual meter reading the demand has been estimated based on last July. This work for the meter change is scheduled for August 12th.

While we can manually reset many installed meters for demand customers, your account has a single-phase meter that requires a reset remotely / over the air. This differs from other demand customers who have polyphase (multi-phase) meters, which can be reset locally – and most of our demand customers have polyphase meters.

Our primary goal moving forward is to minimize estimated bills and ensure that your bill arrives when expected. We are committed to providing you with accurate and timely billing information. We are also working with all customers to ensure their bills are as accurate as possible, and encouraging any customers with concerns to contact us directly so we can investigate their unique situation. We will also be doing reviews of other customers with a similar setup to yours.

Thank you once again for your questions and for your continued understanding. If you have any further inquiries or need additional assistance, please do not hesitate to reach out to the team here.

I'd also be happy to talk about this further if you are interested.

Thanks,
Chris

Chris Lanteigne (he/him) | Director, Customer Care | **Nova Scotia Power**
E: chris.lanteigne@nspower.ca
www.nspower.ca

From: sean@blarneystonerrestaurant.ca <sean@blarneystonerrestaurant.ca>
Sent: Wednesday, August 6, 2025 15:05
To: Nova Scotia Power <home@nspower.ca>
Cc: Lanteigne, Chris <Chris.Lanteigne@nspower.ca>
Subject: RE: Billing issues

****Exercise Caution - This is an external email from: sean@blarneystonerrestaurant.ca. Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.****

Dear Adam,
Thank you for reviewing this matter and issuing the goodwill credit of \$241.30. I do appreciate the gesture.

That said, your response raises a few additional questions and concerns regarding demand billing and Nova Scotia Power's handling of demand meters during the period when smart meter communication was disrupted. I understand how estimated kWh readings are corrected when the meter is eventually read, as those meters totalize consumption. But demand billing is different. The kW demand portion of our rate is based on a 15-minute peak between demand resets. That means without an actual demand reading and reset, customers can be significantly overcharged.

Given this, demand meters should have been prioritized for manual reading once Nova Scotia Power lost the ability to remotely access smart meter data. Waiting from April 25 to July 8 to take this step created a serious risk of billing errors for demand-based customers.

In our case, the lack of a valid demand reading for multiple months not only impacted the peak demand charge, but also affected the kWh tiered rates, which are tied to demand. Customers with fluctuating loads—like us—have likely been significantly misbilled.

Is Nova Scotia Power taking broader action to address this issue for all demand customers?

Using historical usage data to validate estimated demand readings seems like a reasonable approach to identify billing discrepancies.

I also have a technical question about your manual reading process:

How does Nova Scotia Power manually read and reset the demand on the new digital smart meters?

With the old analog meters, there was a clear visual indicator of peak demand (the sweeper arm), and the seal had to be broken to reset it—creating a simple and verifiable process. With the current digital meters, there is no such physical indicator.

- If communication is down, how are field staff resetting the demand reading?
- What tools or handheld devices are being used to reset the demand value?
- Is there a way for customers to verify that a reset has occurred?

Given the billing implications, customers need confidence that demand values are being accurately read and properly reset—especially when manual intervention is required.

Looking forward to your response.

Sincerely,

Sean MacLeod
NSP Acc 0335985-8

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Twitter: twitter.com/blarneystonens

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

Sent: August 1, 2025 6:27 PM

To: sean@blarneystonerestaurant.ca

Subject: RE: Billing issues

Dear Sean MacLeod,

Thank you again for reaching out to us.

We've reviewed the bills in question and we understand your concerns. We believe that the demand reading of 20 kW was accurate at the time it was taken but, as you pointed out, we don't have any way to know for certain if that figure was reached in May or June. In light of that uncertainty, and in the interest of fairness, we have re-calculated the billed amount based on your average demand in previous years (16 and 17 kW, respectively). We will therefore be applying a goodwill credit of \$241.30, which will appear on your next bill.

While we do our best to make sure our estimates are as accurate as possible, we do understand that they can be an imperfect solution and I want to once again apologize for the frustration you experienced in having your concerns about these bills addressed. I sincerely hope that this resolution is satisfactory.

If you have any further questions or concerns, please don't hesitate to contact us again,

--

Adam (He/Him) | Supervisor – Customer Care | Nova Scotia Power

T: 1-800-428-6793 | F: 888-428-6108

E: home@nspower.ca

www.nspower.ca



From: Lanteigne, Chris <Chris.Lanteigne@nspower.ca>

Sent: July 30, 2025 2:36 PM

To: sean@blarneystonerestaurant.ca

Subject: RE: Billing issues

Hi Sean,

Thank you for emailing these details to me, and I apologize for the frustration you've experienced having this issue investigated.

I'm going to work with the team to investigate immediately, and we will be in contact with you shortly.

Thanks,
Chris

Chris Lanteigne (he/him) | Director, Customer Care | Nova Scotia Power

E: chris.lanteigne@nspower.ca

www.nspower.ca



From: sean@blarneystonerestaurant.ca <sean@blarneystonerestaurant.ca>

Sent: July 30, 2025 2:04 PM

To: Lanteigne, Chris <Chris.Lanteigne@nspower.ca>

Subject: FW: Billing issues

****Exercise Caution - This is an external email from: sean@blarneystonerestaurant.ca. Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.****

Dear Mr. Lanteigne,

I am forwarding this message to you as I believe it falls under your responsibilities as Director of Customer Care. Over the past few weeks, I've made several attempts to resolve a billing issue through your customer care center. These included multiple phone calls and an email, with little success.

- On July 14 I made several calls and I couldn't get through at all.
- On July 21, I spoke with a representative who placed me on hold to investigate, then the call disconnected without any follow-up. After a total call time of over 30 minutes the representative made no attempt to reach back out to me. They had my account information so why not reach out and let me know what they found out?
- On July 23 I sent an email to Melvin Newell, which outlines the billing concern.
- I followed up on July 28 requesting confirmation of receipt from Mr. Newell, but have received no reply. I'm not sure if Mr. Newell is still with the company.
- Today, after another 20 minutes on hold, I finally reached someone. Unfortunately, they did not appear to understand my concern regarding demand billing and simply stated they would pass it to the billing department. Their tone throughout the call felt dismissive.

I'm now more frustrated than when I began this process. The issue with my bill was caused by Nova Scotia Power and needs to be resolved by Nova Scotia Power.

You'll find my original email to Melvin Newell dated July 23, 2025, below, which outlines the billing concern.

This billing issue likely affects all customers on demand-based billing and, in my view, is unfair. I am requesting:

- An acknowledgement of my concern
- A clear explanation of the billing discrepancy
- A prompt resolution

Thank you for your attention to this matter. I look forward to your response.

Sincerely,

Sean MacLeod
NSP Acc 0335985-8

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Twitter: twitter.com/blarneystonens

From: sean@blarneystonerestaurant.ca <sean@blarneystonerestaurant.ca>

Sent: July 28, 2025 11:39 AM

To: 'Newell, Melvin' <melvin.newell@nspower.ca>

Subject: FW: Billing issues

Hi Melvin,
I was wondering if you can confirm that you have received the message below.

Regards,

Sean

--

Sean MacLeod
Owner
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Twitter: twitter.com/blarneystonens

From: sean@blarneystonerestaurant.ca <sean@blarneystonerestaurant.ca>
Sent: July 23, 2025 12:36 PM
To: 'Newell, Melvin' <melvin.newell@nspower.ca>
Subject: Billing issues

Hi Melvin,
Sorry to bother you but I spent over 30 minutes on the phone on Monday trying to get an answer to my problem only to be disconnected. Very disappointing considering everything that has gone on in the past several months.
Due to the issues that NS Power has had I understand that there was an estimated bill issued June 3, 2025 covering the period Apr 24 – Jun 3. This was then replaced by an actual reading June 28 that covered from Apr 24 to June 28.
The estimated bill was:

Energy charges:
Demand 16.3 kW x \$10.55400 172.03
Energy 3260 kWh x \$0.15623 509.31
Energy 3031 kWh x \$0.12326 373.60
Total energy charges 1,054.94

The actual reading bill was:

Energy charges:
Demand 20.0 kW x \$22.86700 457.34
Energy 8000 kWh x \$0.15623 1,249.84
Energy 2938 kWh x \$0.12326 362.14
Energy 6291 kWh -1,054.94
Total energy charges 1,014.38

The problem that I have with this is we are being charge our demand rate for 2 months at the higher demand reading of 20.0 kW (20.0 kW x \$22.867 = \$457.34). If the meter was read at the correct time the end of May we should have had a demand rate of around 16.0 kW based on our previous 3 year average to a max of 16.7 kW

May 2024 16.3 kW
May 2023 16.7 kW

May 2022 14.9 kW
Previous 3 year average 16.0 kW.

Even considering the data for June I have a hard time believing we hit a demand of 20.0 kW to June 28, 2025. I know the argument is the meter is right but even a 20.0 kW is high for us.

June 2024 18.5 kW
June 2023 17.0 kW
June 2022 15.5 kW
Previous 3 year average 17.0 kW.

With that even if the 20.0 kW is valid for June we should have been charged as follows

16.0 kW (Estimated) x \$10.554 = \$168.86

20.0 kW (Actual) x \$10.554 = \$211.08

Total demand charges \$379.94

Not the \$457.34 as we are being charged. **This is an extra charge to me of \$77.40**

This is just the extra from the demand charges. When the demand rate is used to calculate the Energy usage charge with the formula under our Rate code 11:

Energy Charge

15.623 ¢ per kilowatt hour for the first 200 kilowatt hours per month per kilowatt of maximum demand

12.326 ¢ per kilowatt hour for all additional kilowatt hours

The actual calculation becomes even more unfair to customers who have a demand based billing component.

We were charged 8000 kWh at the \$0.15623 rate based on our demand charge of 20.0 kW.

I can not even accurately come up with a real charge for the kWh because we are unable to know what we used at the 16 kWh demand and what was used at the 20 kWh demand. Further to that the two month total on this bill is 10938 kWh. The billing period was about 10% longer than the same 2 monthly bills in the past three years so we are to expect the kWh total to be about 10% larger.

In the past 3 years in the same combined 2 months we used:

2024 – 9829 kWh

2023 – 8913 kWh

2022 – 9277 kWh

This approximate 10% increase in kWh directly increases the kWh billing section of the rate that has a demand factor included in it, the \$0.15623.

I am definitely not an expert in power billing but I do know we over paid on the demand portion of our bill because of Nova Scotia Power's negligence. Meters should have been read manually. I suspect that I was unfairly charged because of the lack of an actual meter reading. If I was unfairly charged I am assuming so were all customers on a demand meter.

I look forward to a response on this.

Regards,

Sean

--

Sean MacLeod

Owner

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From: sean@blarneystonerestaurant.ca
Sent: August 6, 2025 3:05 PM
To: 'Nova Scotia Power'
Cc: 'Lanteigne, Chris'
Subject: RE: Billing issues

Dear Adam,

Thank you for reviewing this matter and issuing the goodwill credit of \$241.30. I do appreciate the gesture.

That said, your response raises a few additional questions and concerns regarding demand billing and Nova Scotia Power's handling of demand meters during the period when smart meter communication was disrupted.

I understand how estimated kWh readings are corrected when the meter is eventually read, as those meters totalize consumption. But demand billing is different. The kW demand portion of our rate is based on a 15-minute peak between demand resets. That means without an actual demand reading and reset, customers can be significantly overcharged. Given this, demand meters should have been prioritized for manual reading once Nova Scotia Power lost the ability to remotely access smart meter data. Waiting from April 25 to July 8 to take this step created a serious risk of billing errors for demand-based customers.

In our case, the lack of a valid demand reading for multiple months not only impacted the peak demand charge, but also affected the kWh tiered rates, which are tied to demand. Customers with fluctuating loads—like us—have likely been significantly misbilled.

Is Nova Scotia Power taking broader action to address this issue for all demand customers?

Using historical usage data to validate estimated demand readings seems like a reasonable approach to identify billing discrepancies.

I also have a technical question about your manual reading process:

How does Nova Scotia Power manually read and reset the demand on the new digital smart meters?

With the old analog meters, there was a clear visual indicator of peak demand (the sweeper arm), and the seal had to be broken to reset it—creating a simple and verifiable process. With the current digital meters, there is no such physical indicator.

- If communication is down, how are field staff resetting the demand reading?
- What tools or handheld devices are being used to reset the demand value?
- Is there a way for customers to verify that a reset has occurred?

Given the billing implications, customers need confidence that demand values are being accurately read and properly reset—especially when manual intervention is required.

Looking forward to your response.

Sincerely,

Sean MacLeod
NSP Acc 0335985-8

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

Sent: August 1, 2025 6:27 PM

To: sean@blarneystonerestaurant.ca

Subject: RE: Billing issues

Dear Sean MacLeod,

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While we do our best to make sure our estimates are as accurate as possible, we do understand that they can be an imperfect solution and I want to once again apologize for the frustration you experienced in having your concerns about these bills addressed. I sincerely hope that this resolution is satisfactory.

If you have any further questions or concerns, please don't hesitate to contact us again,

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Adam (He/Him) | Supervisor – Customer Care | Nova Scotia Power

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From: Lanteigne, Chris <Chris.Lanteigne@nspower.ca>

Sent: July 30, 2025 2:36 PM

To: sean@blarneystonerestaurant.ca

Subject: RE: Billing issues

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Thanks,
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Chris Lanteigne (he/him) | Director, Customer Care | **Nova Scotia Power**

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From: sean@blarneystonerestaurant.ca <sean@blarneystonerestaurant.ca>

Sent: July 30, 2025 2:04 PM

To: Lanteigne, Chris <Chris.Lanteigne@nspower.ca>

Subject: FW: Billing issues

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Sent: July 28, 2025 11:39 AM
To: 'Newell, Melvin' <melvin.newell@nspower.ca>
Subject: FW: Billing issues

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Sean
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Energy 6291 kWh -1,054.94

Total energy charges 1,014.38

The problem that I have with this is we are being charge our demand rate for 2 months at the higher demand reading of 20.0 kW (20.0 kW x \$22.867 = \$457.34). If the meter was read at the correct time the end of May we should have had a demand rate of around 16.0 kW based on our previous 3 year average to a max of 16.7 kW

May 2024 16.3 kW

May 2023 16.7 kW

May 2022 14.9 kW

Previous 3 year average 16.0 kW.

Even considering the data for June I have a hard time believing we hit a demand of 20.0 kW to June 28, 2025. I know the argument is the meter is right but even a 20.0 kW is high for us.

June 2024 18.5 kW

June 2023 17.0 kW

June 2022 15.5 kW

Previous 3 year average 17.0 kW.

With that even if the 20.0 kW is valid for June we should have been charged as follows

16.0 kW (Estimated) x \$10.554 = \$168.86

20.0 kW (Actual) x \$10.554 = \$211.08

Total demand charges \$379.94

Not the \$457.34 as we are being charged. **This is an extra charge to me of \$77.40**

This is just the extra from the demand charges. When the demand rate is used to calculate the Energy usage charge with the formula under our Rate code 11:

Energy Charge

15.623 ¢ per kilowatt hour for the first 200 kilowatt hours per month per kilowatt of maximum demand

12.326 ¢ per kilowatt hour for all additional kilowatt hours

The actual calculation be comes even more unfair to customers who have a demand based billing component.

We were charged 8000 kWh at the \$0.15623 rate based on our demand charge of 20.0 kW.

I can not even accurately come up with a real charge for the kWh because we are unable to know what we used at the 16 kWh demand and what was used at the 20 kWh demand. Further to that the two month total on this bill is 10938 kWh. The billing period was about 10% longer than the same 2 monthly bills in the past three yeas to we are to expect the kWh total to be about 10% larger.

I the past 3 years in the same combined 2 months we used:

2024 – 9829 kWh

2023 – 8913 kWh

2022 – 9277 kWh

This approximate 10% increase in kWh directly increases the kWh billing section of the rate that has a demand factor included in it, the \$0.15623.

I am definitely not an expert in power billing but I do know we over paid on the demand portion of our bill because of Nova Scotia Power's negligence. Meters should have been read manually. I suspect that I was unfairly charged because of the lack of an actual meter reading. If I was unfairly charged I am assuming so were all customers on a demand meter.

I look forward to a response on this.

Regards,

Sean

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Sean MacLeod
Owner
Blarney Stone Restaurant
16339 Hwy 103
Hebbs Cross, NS
B4V 0Y8
☎(902) 543-6229 | 📠(902) 543-7184 | ✉sean@blarneystonerestaurant.ca

Web Site: www.blarneystonerestaurant.ca
Facebook: www.facebook.com/blarneystonerestaurant
Instagram: www.instagram.com/blarneystonerestaurant/
Twitter: twitter.com/blarneystonens