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

Sent: September 3, 2025 9:57 AM

To: Nakhatovych, Maryna <Maryna.Nakhatovych@novascotia.ca>

Subject: RE: General Electric Utility Complaint

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

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Dear Ms. Nakhatovych,

Thank you for your correspondence dated September 3, 2025, acknowledging receipt of my filing. I wish to clarify the intent and scope of my complaint, as I believe there may be some misunderstanding.

My complaint is not a customer dispute regarding a billing error on my individual account. That matter has been resolved directly with Nova Scotia Power. I am therefore not seeking redress through the Dispute Resolution Officer process.

Instead, my complaint concerns systemic regulatory compliance issues related to Nova Scotia Power's billing and metering practices under Board-approved tariffs. Specifically:

- 1. NSP has acknowledged that certain demand meters in service cannot be manually reset when read, which directly affects compliance with the proper application of Rate 11 and other demand-based rates.**
- 2. Customers with variable seasonal demand profiles are disadvantaged when demand is estimated or carried forward across billing periods without proper resetting of the demand register.**
- 3. NSP lacked an adequate contingency plan when Smart Meter remote reading failed, despite such meters being approved by the Board in 2018.**

These issues go beyond a single customer dispute. They raise questions of whether NSP is, in practice, complying with Board-approved regulations, and whether demand customers across the province may have been unfairly billed as a result.

For this reason, I respectfully request that the Board treat my filing as a regulatory complaint regarding NSP's compliance with approved tariffs and obligations, rather than a billing dispute subject to the DRO process.

I further request that the Board investigate:

- The extent to which demand customers were disadvantaged during periods of estimated billing.**
- The number and type of meters in service that cannot be properly reset during manual reads.**
- NSP's compliance with approved procedures and its contingency planning obligations for Smart Meter failures.**

I trust this clarification will assist the Board in determining the appropriate next steps.

Sincerely,

Sean MacLeod

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Sean MacLeod

Owner

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