
From: [REDACTED]

Sent: October 9, 2025 2:01 PM

To: Wallace, Lisa <Lisa.Wallace@novascotia.ca>

Cc: MacDonell, Rianne <Rianne.MacDonell@novascotia.ca>; Mersey, Janice <Janice.Mersey@novascotia.ca>; Nakhatovych, Maryna <Maryna.Nakhatovych@novascotia.ca>

Subject: RE: M12457 NSPI Complaint - Systemic Regulatory Compliance Issues - Blarney Stone Restaurant

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

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Ms. Wallace,

I didn't feel that there is anything to add and was assuming that the next step was for the NSERB to review the filings and make a decision with any required actions.

Nova Scotia Power's official written response confirms the my key points:

Inability to Reset Demand Meters Locally

NSP acknowledges that single-phase commercial meters, such as the one previously installed at my premises, cannot have their demand registers reset manually. These meters rely solely on AMI network communication for this function.

Extended Demand Measurement Periods

NSP confirms that, due to the AMI outage, my meter recorded demand over a 65-day period rather than a single billing cycle. This captured higher seasonal demand, leading to charges that were inconsistent with the intent of Rate 11.

System-Wide Impact

NSP admits that other customers with the same meter configuration may also have been billed using extended demand periods. They are only now beginning a review of accounts and will notify customers proactively "if adjustments are warranted."

These admissions establish that NSP's metering and billing practices during the AMI outage were not in full compliance with the approved tariff, which requires demand to be measured and reset on a per-billing-period basis. The problem is not limited to one account but is systemic, affecting all Rate

11 and similar customers with single-phase meters.

Given the systemic nature of the issue and its potential financial impact on a large group of customers.

I would expect the board to request NSP:

Complete its review of all affected accounts by a date certain and file a report with the Board confirming the total number of impacted customers, the methodology used for recalculations, and the aggregate value of credits issued.

Provide an inventory of all single-phase demand meters still in service that cannot be reset manually, along with a detailed replacement schedule.

File a contingency plan with the Board outlining how NSP will ensure compliance with demand billing requirements in the event of future AMI network failures.

Confirm customer notification: Require NSP to proactively notify every affected customer of the issue, the impact on their billing, and any credits applied.

The issues raised are of public interest and affect the fairness of demand billing across the province. Regulatory direction from the Board is required to ensure that NSP's corrective actions are timely, comprehensive, and transparent.

Thank you for your attention to this matter.

Respectfully,

Sean MacLeod

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Sean MacLeod
Owner

[REDACTED]

Please note: I respect your working hours and do not expect a response outside of them. I may send emails at times that suit my schedule, but there is no need for you to reply until your regular work hours.