

From: [REDACTED]
To: [Nakhatovych, Maryna](#)
Cc: Kelly.Mason@nspower.ca
Subject: Re: M12476 NSPI to NSEB Liang DRO Appeal Reply
Date: October 1, 2025 3:31:06 PM

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

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Initial Bill

Meter number	Rate code	No. of days	New meter read	Last meter read	Multipier	kWh used
2385743	02B	12	47122.00	46634.00	1	488

Closing Bill

Meter number	Rate code	No. of days	New meter read	Last meter read	Multipier	kWh used
2385743	02B	70	47403.00	46634.00	1	769
2385743	02B	12	47122.00	46634.00	1	488

For Electronic Payments Only

Account Number [REDACTED] Amount due Jul 17 \$115.71

Enter payment amount [REDACTED]

For Electronic Payments Only

Account Number [REDACTED] Amount due Aug 15 \$200.54

Enter payment amount [REDACTED]

Dear Nova Scotia Energy Board,

My case rests entirely on the two original bills from NS Power. I ask the Board to base its decision on these documents, not on new Excel tables or misleading justifications created after the fact.

The bills themselves tell the whole story:

1. The First Bill (May 1-12): States 488 kWh was used in 12 days.
2. The Final Bill (May 13-July 10): States 281 kWh was used in 58 days.

These are NS Power's own numbers. The 488 kWh estimate is proven irrational by the 58 days of actual, measured usage that followed.

This actual usage of 281 kWh in 58 days is consistent with my household: I live with my 10-year-old son. My husband works away and is only home 2-3 days every two weeks. My son eats breakfast and lunch at school. I cook only one, sometimes two meals a day, and do laundry once or twice a week. Most importantly, our hot water and heating are oil, not electric, and we have no air conditioning, television, or router.

Despite this, the final bill adds the full \$115.71 from the first bill as an "Amount owing

from last bill." I do not accept a final bill of \$200.54 that simply adds this disputed \$115.71 to the \$89.21 from the actual usage period, then subtracts a minor adjustment.

The company's attempts to explain this away with new calculations cannot change what is printed on the original bills.

The facts are clear and documented by NS Power themselves. I ask for a ruling that respects the original bills and removes the unjust \$115.71 charge.

Recalculate the May 1-12 usage based on my proven 58-day average of 281 kWh, provide me with an accurate bill, and I will pay it immediately.

Sincerely,
Liang Lu

On Wed, Oct 1, 2025 at 2:33 PM Nakhatovych, Maryna
<Maryna.Nakhatovych@novascotia.ca> wrote:

Good afternoon,

This will acknowledge receipt of NSPI's response to the appeal received by the Board on October 1st, 2025, regarding the above matter. It has been directed to the Board and staff and posted under Matter No. M12476 on the Board's public website.

Appellant's attention is drawn to the deadline for reply of **Thursday, October 16, 2025**, in which to respond.

The parties are reminded of the Board's filing deadline of **2:00 p.m.** on any day that documents are due to be filed with the Board.

Regards,

MARYNA NAKHATOVYCH

Administrative assistant

Nova Scotia Energy Board

T 902 424 1332

TF 1 833 809 0040

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