

From: [REDACTED]
To: [Nakhatovych, Maryna](#)
Cc: Kelly.Mason@nspower.ca; [Wallace, Lisa](#)
Subject: Re: M12476 NSPI to NSEB Liang DRO Appeal Reply
Date: October 1, 2025 7:37:33 PM

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

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Dear Nova Scotia Energy Board,

Supplementary to my appeal M12476, I provide the following points for the Board's consideration:

1. NSPower says only the final meter reading is accurate and admits the first bill was estimated. Then how did they calculate my total electricity consumption from May 1 to July 10 as 769 kWh? How can they prove the initial meter reading when I moved in on May 1 was accurate?
2. NSPower claims I used 769 kWh in 70 days. This equals an average daily consumption of 11.0 kWh ($769 \text{ kWh} \div 70 \text{ days} = 11.0 \text{ kWh/day}$). Please provide detailed daily usage data to show how this aligns with my household: mother and a child with minimal cooking/laundry, oil heating and hot water, and no high-consumption appliances(TV,AC and even router).
3. I agree to use the electricity consumption from May 13 to July 10 (58 days, 281 kWh, average about 4.8 kWh per day) to calculate the consumption for May 1-12. This already means I would be overpaying, because we were in Toronto from May 2 to May 7. During those days, the only electricity used in the house was for the refrigerator. If needed, I have photos of the flight tickets.
4. During phone conversations with NSPower, more than one customer service agent mentioned that my account showed a positive balance (a credit) of over \$30 and asked if I had made a payment. I have always stated that I never made any payment. This confirms that their system has problems and its data is unreliable.
5. Today I received a call from NSPower saying they couldn't reissue the bill because it had already been generated. They offered me a credit of over \$75 "for your inconvenience" and said I only needed to pay about \$125. However, when I logged into my account, the amount due was still \$200.54 with no changes. If the bill has already been recalculated, please update the outstanding balance in my account and also send me an email confirming the final amount. I will pay a reasonable bill.

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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