

From: [REDACTED]
To: [Nakhatovych, Maryna](#)
Cc: [Kelly.Mason@nspower.ca](#); [Wallace, Lisa](#); [Blake.Williams@nspower.ca](#); [customerrelations@nspower.ca](#)
Subject: M12476 - Matter Resolved: Revised Bill Accepted
Date: October 6, 2025 11:44:54 PM
Attachments: [Email from NS power-Oct. 6-Your power bill is ready to view.pdf](#)
[Revised Bill.pdf](#)

You don't often get email from [REDACTED]. [Learn why this is important](#)

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

Exercise caution when opening attachments or clicking on links / Faites preuve de prudence si vous ouvrez une pièce jointe ou cliquez sur un lien

Dear Nova Scotia Energy Board,

I am writing to inform you that NS Power has issued a revised bill for me, reducing the total amount due from \$200.54 to \$125.54.

I accept this revised amount as an acceptable resolution and will proceed with payment.

The Board's oversight was crucial in reaching this outcome. Thank you very much for your assistance.

Please consider my appeal closed in this situation.

Sincerely,
Liang Lu

Your power bill is ready to view

<home@nspower.ca>

Mon, Oct 6 at 6:42 PM

To: 



Your power bill summary

This summary shows what you need to pay and when it's due. If you'd like to know more, please view your bill online.

Account #: 

Due on: 11/03/2025

Amount due: \$125.54

[Login to your online account](#)

Login to your NS Power online account to:

- View your bill
- Make a payment
- Access past bills

Not sure how to read your bill? [Click here](#) to view a sample bill.

Customer News

Meters continue to accurately record energy usage. However, we cannot retrieve the information and apply it to your bill. As a result, we are continuing to provide billing in two ways: physical meter reads and estimated bills.

We will attempt to get physical meter reads for most customers, but there will still be a need to estimate some customer bills. If a meter reader can take a physical read of your meter, your next bill will be adjusted to remove any estimated usage. In this case, your bill will look

different from your typical statement and will have adjustments on it. Rest assured, the chargers are for your actual energy usage.

You will never pay for power you didn't use. If you need help managing or understanding your bill, please reach out to our [Customer Care team](#) we're here to support you.

[More information on billing.](#)

Equal Billing Plan

Have you considered Equal Billing? Get a predictable monthly payment to help you budget your household expenses. [Learn more.](#)



MyAccount is safely online

[MyAccount](#) is safe and secure. While the login experience looks different, the dashboard remains the same. Your current password will work for logging in and if you haven't already, we recommend resetting your password for added security.



Welcome to the new MyAccount for Nova Scotia Power customers

MyAccount has been updated following the recent [cyber incident](#) that impacted some internal systems. While the login experience looks different, the dashboard remains the same. MyAccount is safe and reliable to keep your information protected.

Thank you for your patience and understanding.

Email

Password

LOGIN

[Forgot your password?](#)

Grassroots Grants Program: Applications are now open!

Our Grassroots Grants Program is now open, offering vital funding to community-based organizations and non-profits across the province. Turn your local vision into reality and drive meaningful change where it matters most. [Learn more and apply here.](#)





Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
Any questions? Please call us at 1-800-428-6230
Weekdays 8am-6pm
www.nspower.ca

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Web Access

Billing process
update:
nspower.ca/billing

Account Number [REDACTED] Amount due Nov 03 **\$125.54**

LIANG LU Domestic

Billing date Oct 02 Includes payments received by Oct 02

Amount owing from last bill **200.54**
Balance owing after last payment **\$200.54**
Total energy charges **.00**

Other charges
Customer Goodwill -75.00
Total other charges **-75.00**

Total amount due **\$125.54**

Amount due Nov 03, 2025 **\$125.54**

Interest on overdue amounts is calculated at 1.5 % per month
or part thereof (19.56%) per annum).

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Oct 25			
Jul 25	281	70	4.0
May 25	488	12	40.7



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number [REDACTED] Amount due Nov 03 **\$125.54**

Enter payment amount

For Electronic
Payments Only

000000012554 000000012554