



Leslie Axford <leslieaxford8@gmail.com>

ATT: Michaela

4 messages

Leslie Axford <[REDACTED]>
To: id@nspower.ca

Sat, Aug 16, 2025 at 3:54 PM

Regarding account [REDACTED].

Hello,

I have attached the pictures of my meter as discussed during our phone conversation yesterday. Please keep me updated, as it would be very helpful to have that money reimbursed as soon as possible.

Thanks.

Leslie Axford

5 attachments

6943.jpg
156K



6945.jpg
157K



6944.jpg
159K



6946.jpg
158K



6947.jpg
167K

Leslie Axford <[REDACTED]>
To: id@nspower.ca

Mon, Aug 18, 2025 at 9:09 PM

Hi Michaella,

I wanted to follow up to ensure you received my email with pictures of the meter as discussed in our phone call Friday. That amount of money is a lot to come out of my account, and I would like to get this resolved promptly.

Thank you,

Leslie Axford

On Sat, Aug 16, 2025, 10:54 AM Leslie Axford <[REDACTED]> wrote:
Regarding account [REDACTED] Rd.

Hello,

I have attached the pictures of my meter as discussed during our phone conversation yesterday. Please keep me updated, as it would be very helpful to have that money reimbursed as soon as possible.

Thanks.

Leslie Axford

Leslie Axford [REDACTED] >
To: id@nspower.ca

Fri, Aug 22, 2025 at 4:15 PM

Hello,

This is my 4th attempt to get this issue resolved (two phone calls and 2 emails). I have sent the email almost 1 week ago as instructed per my phone conversation with Michaela. Please contact with me an update, as I am eager to get my funds returned to my account. As you can imagine, over 2400 dollars is not a small amount to be taken pit unexpectedly.

Please call or email as soon as possible.

Leslie Axford

On Mon, Aug 18, 2025, 4:09 PM Leslie Axford [REDACTED] > wrote:

Hi Michaela,

I wanted to follow up to ensure you received my email with pictures of the meter as discussed in our phone call Friday. That amount of money is a lot to come out of my account, and I would like to get this resolved promptly.

Thank you,

Leslie Axford

On Sat, Aug 16, 2025, 10:54 AM Leslie Axford [REDACTED] wrote:

Regarding account [REDACTED]

Hello,

I have attached the pictures of my meter as discussed during our phone conversation yesterday. Please keep me updated, as it would be very helpful to have that money reimbursed as soon as possible.

Thanks.

Leslie Axford

Identification <id@nspower.ca>

Tue, Aug 26, 2025 at 11:28 PM

To: Leslie Axford [REDACTED]

[REDACTED] Leslie,

*****THIS IS A DO NOT REPLY EMAIL*****

Thank you for your patience as we work to restore systems impacted by the recent cyber incident. More information can be found on our website at [Home | Nova Scotia Power](#).

At this time, we are not actively managing email inquiries; however, we were able to

review your request. If you have any questions, or any information to add, please call Customer Care at 1-800-428-6230 Monday to Friday from 8am to 6pm.

We show a request has been submitted for your account to be corrected based on an accurate meter reading. This may take a few weeks or to fully complete. Once the adjustment is completed and on the account, you should be notified either by phone or email.

If you have any questions, please contact our Customer Care Centre at 1-800-428-6230 weekdays 8am – 6pm.

Have a safe day,

Cynthia Customer Care, Nova Scotia Power

T. 800-428-6230 Outage line 1-877-428-6004 F. 1-888-428-6108

www.nspower.ca

Follow us on [X](#)



We acknowledge that we live and work in Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq people. In Nova Scotia we recognize that We are All Treaty People.

From: Leslie Axford [REDACTED]
Sent: August 22, 2025 4:15 PM
To: Identification <id@nspower.ca>
Subject: Re: ATT: Michaela

****Exercise Caution - This is an external email from [REDACTED]**
Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.**

Hello,

This is my 4th attempt to get this issue resolved (two phone calls and 2 emails). I have sent the email almost 1 week ago as instructed per my phone conversation with Michaela. Please contact with me an update, as I am eager to get my funds returned to my account. As you can imagine, over 2400 dollars is not a small amount to be taken pit unexpectedly.

Please call or email as soon as possible.

Leslie Axford

On Mon, Aug 18, 2025, 4:09 PM Leslie Axford [REDACTED] > wrote:

Hi Michaela,

I wanted to follow up to ensure you received my email with pictures of the meter as discussed in our phone call Friday. That amount of money is a lot to come out of my account, and I would like to get this resolved promptly.

Thank you,

Leslie Axford

On Sat, Aug 16, 2025, 10:54 AM Leslie Axford <[REDACTED]> wrote:

Regarding account [REDACTED].

Hello,

I have attached the pictures of my meter as discussed during our phone conversation yesterday. Please keep me updated, as it would be very helpful to have that money reimbursed as soon as possible.

Thanks.

Leslie Axford

Confidentiality Notice - The email communication is considered confidential and is intended only for the recipient(s). If you received this email in error, please contact the sender and delete the email. Unauthorized disclosure or copying of this email is prohibited.

Attachment Limits - Emera will not accept email larger than 50MB or emails containing high risk attachments like ZIP, EXE or others that could contain viruses. If you have a business need to send such an email, please contact the recipient for instructions.



61 levy rd meter

1 message

Leslie Axford <[REDACTED]>
To: id@nspower.ca

Tue, Aug 26, 2025 at 11:52 AM





Leslie Axford <leslieaxford8@gmail.com>

Credit Posted to Your Account

2 messages

Nova Scotia Power <home@nspower.ca>

Wed, Sep 24, 2025 at 1:33 PM

To: [REDACTED]

Dear Leslie,

Just doing a follow-up regarding the credit being posted to your account.

Our billing team reviewed your account, and the credit was posted yesterday in the amount of \$302.17, which brought your current balance from \$478.62 down to \$176.45. I know that this wasn't as much credit as you were hoping for, but we found that the large bill of \$2,141.86 was generated as a seasonal bill for a period of 7 months. The seasonal billing wasn't removed from your account until July 11, so that bill reflects your power use over those 7 months.

If you have further questions, please let us know.

Liam (He/Him)**Customer Care Associate, Nova Scotia Power**

Be Experts



Make it Easy

Deliver on
Expectations

Care



Leslie Axford <[REDACTED]>

Thu, Sep 25, 2025 at 8:54 AM

To: Nova Scotia Power <home@nspower.ca>

Hi Liam,

Just to clarify, are you saying that my bill over those 7 months was \$2,141.86 and I will not be receiving a cheque as discussed? I have already spoken to multiple people via email and on the phone that informed me it was a mistake. I have been charged bi-monthly thus far, so why would I be charged a seasonal rate when the money has been coming out of my account bi-monthly and I did not agree to a seasonal rate. There is no way we used \$305.98/month worth of power as we didn't move in until the end of December, it is an extremely small home, I barely turn the heat on, did not have lights installed until a little while ago, nor do we have air conditioning in the home. That is higher than the cost of what my parents pay for a home twice that size. What months are those 7 months you are talking about and why was I being charged bimonthly during that time period? When I set up my account/switched it over I did not agree to a seasonal bill, nor do I wish to receive a seasonal bill in the future. I would like to ensure this does not happen again and have it in writing.

Please email back to clarify. This has been an ongoing issue since I initially contacted NS Power in July and I have been extremely dissatisfied with how this has been handled.

Leslie Axford

On Wed, Sep 24, 2025 at 12:34 PM Nova Scotia Power <home@nspower.ca> wrote:

Dear Leslie,

Just doing a follow-up regarding the credit being posted to your account.

Our billing team reviewed your account, and the credit was posted yesterday in the amount of \$302.17, which brought your current balance from \$478.62 down to \$176.45. I know that this wasn't as much credit as you were hoping for, but we found that the large bill of \$2,141.86 was generated as a seasonal bill for a period of 7 months. The seasonal billing wasn't removed from your account until July 11, so that bill reflects your power use over those 7 months.

If you have further questions, please let us know.

Liam (He/Him)
Customer Care Associate, Nova Scotia Power



Be Experts



Make it Easy



Deliver on
Expectations



Care





Leslie Axford <[REDACTED]>

Automatic reply: Credit Posted to Your Account

1 message

Nova Scotia Power <home@nspower.ca>
To: Leslie Axford <[REDACTED]>

Thu, Sep 25, 2025 at 9:31 AM

Thank you for your patience as we work to restore systems impacted by the recent cyber incident. More information can be found on our website at nspower.ca.

At this time, we are not managing email inquiries. We apologize for the inconvenience. For immediate customer service requests, please call Customer Care at 1-800-428-6230 Monday to Friday from 8am to 6pm.

If this is an electrical emergency, or you need to report an outage, please call our 24/7 outage line at 1-877-428-6004.

Confidentiality Notice - The email communication is considered confidential and is intended only for the recipient(s). If you received this email in error, please contact the sender and delete the email. Unauthorized disclosure or copying of this email is prohibited.

Attachment Limits - Emera will not accept email larger than 50MB or emails containing high risk attachments like ZIP, EXE or others that could contain viruses. If you have a business need to send such an email, please contact the recipient for instructions.