

From: [REDACTED]
To: [Nakhatovych, Maryna](#)
Cc: [Murray, Kathleen](#); [Wallace, Lisa](#); [Blake Williams](#); [Chris Lanteigne](#); [Jennifer Ross](#); [Kelly](#); [Lisa Forsey](#); [Sonya Liao](#)
Subject: Re: M12544 NSPI DRO Appeal - Billing Issues - Leslie Axford
Date: December 16, 2025 10:44:59 AM
Attachments: [REDACTED]

**** 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

Hello,

I read through the attached documents and wanted to ensure there is nothing I need to respond to at this time. It all appears to be directed towards NS Power, but would like to confirm I am not missing anything that requires a response on my behalf. .

I would also like to note that I took a picture of my meter on Saturday, December 13 in anticipation of my upcoming bill, which I received last night. My meter as of December 13, 2025 reads 31821.00. Based on the bill, the "new meter read" is 33329.00. I have attached a picture of my meter. Can the discrepancy be explained to me? Once again, I feel like inaccurate meter estimates are having an excessive impact on my bills both this month and previous months (I can only assume this is an estimate).

Thank you for your time and I am looking forward to clarification.

Sincerely,

Leslie Axford

On Mon, Dec 8, 2025 at 2:08 PM Nakhatovych, Maryna
<Maryna.Nakhatovych@novascotia.ca> wrote:

Good afternoon,

Please see attached Information Requests in PDF and Word format, issued on behalf of Board staff regarding the above referenced matter.

Your attention is drawn to the due date of **Monday, January 5, 2026**, for a response.

Regards,

MARYNA NAKHATOVYCH

Administrative assistant

Nova Scotia Energy Board

T 902 424 1332

TF 1 833 809 0040



Statement of Confidentiality

This message (including any attachments) may contain private or protected information meant for a specific person or organization. If you received this by mistake, please let the sender know, do not communicate the content, and delete the email from your system. Thank you.



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 Jan 12 **\$661.51**

LESLIE A AXFORD
Service address



Domestic
Service from Oct 08 to Dec 11, 2025

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2056840	03B	64	33329.00	31116.00	1	2213

Your bill was estimated for this period

Billing date Dec 11 Includes payments received by Dec 11

Amount owing from last bill **262.84**
Balance owing after last payment **\$262.84**

Energy charges:

Base Charge \$19.17/month 38.34
Energy 2213 kWh x \$0.18561 410.75
Total energy charges 449.09

Other charges

1 70W High Pressure Sodium 23.80
Customer Goodwill -100.00
Tax: HST (11931 4938 RT) 66.20
Provincial Rebate -40.42
Total other charges -50.42

Total amount due \$661.51

Amount due Jan 12, 2026 \$661.51

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

Your average cost of
electricity during this
period was \$7.02
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Dec 25	2213	64	34.6
Oct 25	156	43	3.6
Sep 25	1564	77	20.3
Aug 25	2264	65	34.8
Jul 25	10834	218	49.7
Nov 24	389	10	38.9



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

Account Number [REDACTED] Amount due Jan 12 **\$661.51**

Enter payment amount



XFORD



For Electronic
Payments Only

16380313 000000066151 000000066151

Dec 13



From: [REDACTED]
To: [Nakhatovych, Maryna](#)
Cc: [Murray, Kathleen](#); [Wallace, Lisa](#); [Blake Williams](#); [Chris Lanteigne](#); [Jennifer Ross](#); [Kelly](#); [Lisa Forsey](#); [Sonya Liao](#)
Subject: Re: M12544 NSPI DRO Appeal - Billing Issues - Leslie Axford
Date: December 16, 2025 2:07:16 PM

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

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I would also like it noted that a NS Power employee came to the house today (12/16/25) at approximately 12:15pm and changed our meter out for a new one, so it currently reads 0. I took a picture of the meter immediately prior to them switching it and then immediately after (attached). There is a 163 difference in a matter of 2 days (between evening 12/13/25 and today), which seems excessive considering we were not home yesterday or the majority of the day Sunday. I have attached these photos as well. I will continue to monitor the new meter frequently and compare it to the bills I will be receiving.

Leslie Axford

On Tue, Dec 16, 2025 at 9:44 AM Leslie Axford <[REDACTED]> wrote:

Hello,

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Leslie Axford

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CENTRON®



CONTAINS: **000238A291**

FCC ID: SK9ACT2, IC: 864G-ACT2, MODEL: ACT2

d1 31984

► V_A kW h

0.5-200A 240V 1PH TYPE C2SRD

3 FILS
WIRE



Nova Scotia
POWER
An Emera Company

2056840



2056840

79 370 342

48 KW MAX

SLIDING 15 MIN.
UPDATE 5 MIN.



66001043DF
FW1: 164

MULT X 1

OpenWay® Riva™

3450510
8/19

CENTRON®



CONTAINS: **000393B0B4**
FCC ID: SK9ACT2, IC: 864G-ACT2, MODEL: ACT2

di 0
kW h

200A 240V 1PH TYPE C2SRD

3 FILS
WIRE

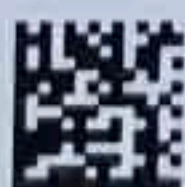


Nova Scotia

POWER

An Emera Company

2553901



2553901

6600ABBC74

FW1: 164



361 200 986

48 KW MAX

MULT X 1

SLIDING 15 MIN.
UPDATE 5 MIN.

OpenWay® Riva



by Itron

3450510

7/124