
From: Leslie Axford [REDACTED]

Sent: November 21, 2025 3:16 PM

To: Wallace, Lisa <Lisa.Wallace@novascotia.ca>

Cc: Murray, Kathleen <Kathleen.Murray@nspower.ca>; Kelly Mason <Kelly.Mason@nspower.ca>;
Forsey, Lisa <Lisa.Forsey@nspower.ca>; Lanteigne, Chris <Chris.Lanteigne@nspower.ca>;
Nakhatovych, Maryna <Maryna.Nakhatovych@novascotia.ca>; Ross, Jennifer
<Jennifer.Ross@nspower.ca>; Williams, Blake <Blake.Williams@nspower.ca>

Subject: Re: M12544 DRO Appeal - Reply Leslie Axford

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

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Hello Maryna and Kathleen,

Thank you for the information regarding the street light. I was not informed of this when I opened my account. I will be sure to contact Dawson regarding the credit and whether or not we wish to continue renting the light. This answers my questions about the street light, but does not shed light on or solve the primary issue and why I filed the dispute regarding the 7month bill of >\$2141.86, which is my primary complaint.

I understand that I was placed on a seasonal rate without being informed, despite requesting a bi-monthly billing cycle; however, I would like an explanation as to how the amount of \$2141.86 was determined. I understand my account balance was adjusted by approximately \$302 after I sent a picture of the actual meter, but when were the previous meter readings taken by a NS Power employee in person to ensure accuracy? Was the meter read upon us purchasing the house / setting up my account with NS power initially? As previously mentioned, this is an excessively high seasonal bill considering we had nothing hooked up in the house and if you divide the \$2141.86 into bi-monthly payments over 7 months it is substantially higher than our current bi-monthly bills once I was placed on a bi-monthly cycle.

I request that the board not close the file until I receive confirmation that the \$2141.86 was not estimated and its accuracy is ensured. The street light was certainly not the issue I filed the complaint about and was just a secondary question, as I was unaware of this light until reading through the documents provided by NS Power's response.

Thank you.

Sincerely,

Leslie Axford