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Sent: January 6, 2026 1:40 PM

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Liao <Sonia.Liao@nspower.ca>; [REDACTED]; Forsey, Lisa

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Subject: RE: M12544 NSPI DRO Appeal - Billing Issues - Leslie Axford

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

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Good afternoon,

Ms. Axford's December 11th invoice was based on an estimated read of 33,329. On December 16th, the Company removed Meter [REDACTED] which had an actual documented read of 31,984, and replaced it with Meter [REDACTED], which was installed with a starting read of 0. The meter exchange was completed to allow for meter testing in the Company's Measurement Canada-accredited testing facility. As communicated on December 22, Meter [REDACTED] was found to be operating within the prescribed accuracy limits.

Ms. Axford's next bill will include an adjustment for the difference between the estimated read (33,329) and the actual out-read (31,984), which is 1,345 kWh. She will also be billed for usage recorded on the new meter from 0 to the next actual or estimated read.

The new meter installed is a certified unit purchased in 2024, with certification valid until 2034, and this is the first property where it has been installed.

As the Company noted in its Reply, NS Power's role is to deliver electricity to the metering point and does not extend to how energy is consumed on the customer's premises. A customer's usage is a function of lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors beyond NS Power's control (for example, outside temperatures, including extreme or fluctuating temperatures, faulty

wiring, ground faults, or theft of power). Accordingly, NS Power cannot comment on individual usage patterns.

Regards,

Lisa

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