

From: Leslie Axford [REDACTED]

Sent: January 8, 2026 1:07 PM

To: Penney, Nicole <Nicole.Penney@novascotia.ca>

Cc: Lisa Forsey <lisa.forsey@nspower.ca>; Wallace, Lisa <Lisa.Wallace@novascotia.ca>;

Jennifer Ross <jennifer.ross@nspower.ca>; Kathleen <Kathleen.Murray@nspower.ca>;

Kelly Mason <kelly.mason@nspower.ca>; Blake <Blake.Williams@nspower.ca>; Chris

Lanteigne <chris.lanteigne@nspower.ca>; Sonia Liao <sonia.liao@nspower.ca>

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

**** 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

Good afternoon,

In response to NS Power's previous email/ response:

As noted in my initial complaint with the DRO and NS Energy Board, I specifically requested bimonthly billing upon setting up my account and was at no point in my phone or email communications with NS Power informed of the street light.

Per NS Power's response...

fThe representative will advise the customer of the streetlight rental

charge and confirm whether the customer wishes to keep it f

fIn addition to discussing streetlight rentals, any applicable billing and payment

arrangements would also typically be reviewed with the customer during the service

connection process. While NS Power does not have a recording of the call with Ms.

Axford?

these discussions are standard practice at the time of connection f

As previously noted in my appeal, at no point in time was a street light rental mentioned to me, nor did I agree to seasonal billing, in fact I requested bi-monthly during my account set-up phone call. If these two important pieces of information are not divulged to ALL customers consistently, as it is supposed to be per stated standard practice, perhaps it would behoove NS Power to have accurate records of all phone calls in the future to avoid an issue such as this. Additionally, if it is not standard practice to issue cheques to customers for billing inaccuracies, I should not have been told on multiple occasions by multiple NS Power customer service employees that a cheque would be issued to me in the amount of \$2142.86. The dates of these phone calls are located in my initial dispute with the DRO and NS energy Board. I have also spoken with a family member who received a cheque from NS Power for a billing discrepancy recently. If this is not standard practice, why is this an option for some and not others?

I appreciate the proposed adjustment to my most recent inaccurate bill; however, based on this inaccuracy, it is extremely plausible that all of my other bi-monthly bills, as well as the seasonal bill that I did not agree to, are overestimated as well. Both times I took a picture of my meter and sent it to NS Power there was a discrepancy between that actual reading and the estimate and the bill was adjusted. If these two bills were inaccurate and NS Power acknowledged them as such, my other bills are overestimated as well. I will now make it common practice to take pictures bi-monthly, as these estimates are obviously incorrect and unjust to NS Power customers. This should not be NS Power customers responsibility and if estimates are inaccurate, meters should be read in person to avoid unfair billing practices. This is also unacceptable, as I was informed during my initial complaint with NS Power in July and August that an in-person meter read be conducted, which was clearly not done based on the previous email from NS Power stating an in-person read was not conducted until 12/16/25.

Per the NS Power response email...

f NS.Power.did.not.discuss.a.meter.test.with.Ms;Axford.during.her.dispute.or.her.
appeal

with.the.DRO;The.meter.was.sent.for.testing.during.Ms;Axford"s.appeal.before.the.
Board

on December 7, 2025.

That statement is entirely inaccurate, as I requested an in-person read after receiving the large bill in July for August and was told via phone call that an in-person read would be conducted within 3 weeks time. Again, it would be helpful to have a detailed record of phone calls to improve communication between NS Power employees, similar to the notes I took during these phone conversations to ensure accuracy. Per NS Power's most recent response, "An in-person read was not conducted until December 7, 2025, and all additional reads were conducted via the AMI system."

NS Power later states, "Ms. Axford's bills dated July 6 and August 7, 2025, were estimated because NS Power was unable to access meter data following the cyber incident. During this period and continuing to present, meters have not been able to transmit information remotely via the AMI network. As a result, bills have been based on estimated consumption until a meter reader can obtain an actual read in person from the meter."

If this is the case, how could all of my meter reads be through the AMI network and how is NS Power able to demonstrate accuracy? These statements contradict each other.

In response to NS Power's response noted in IR 2 (c), "Automatic Payment continued to appear on the August 7, 2025 bill because the Auto Pay arrangement was not cancelled until August 7, 2025, which was after the August bill had already been generated."

This is further evidence of the need for better documentation and continuity between employees during phone calls. When I initially contacted NS Power via phone call in July 2025 re: the \$2142.80 bill for August 2025, I was informed my bill was in error and was assured it would be resolved, someone would be sent out to read the meter in person, and the \$2142.86 would not come out of my account and I would continue to be billed bi-monthly.

The \$2141.86 was withdrawn from my [REDACTED] (08/12/25). I then contacted NS Power again via phone (on August 15) to rectify this issue again and inquire why the amount was withdrawn. I spoke to Michaella, who looked at my account and also agreed this bill was in error. She stated the previous customer service employee should have instructed me to turn off "Auto-pay" to avoid further issues. I turned it off myself after speaking to Michaella per her advice. As you can imagine, this caused undue financial stress having that amount removed from my account unexpectedly.

Based on the proven inaccuracies on the two bills where I took pictures of my meter and compared it to the kWh on my NS Power bill, including a difference of 1,345 kWh on my most recent bill, it would be reasonable to request adjustments to all bills I have received thus far since activating my account, as these discrepancies are not minor and have had substantial financial impact. The lack of communication and inconsistency between NS Power employees is also of great concern. The \$100.00 goodwill credit is unacceptable and does not accurately reflect the money I am owed.

Sincerely,

Leslie Axford