

From: [Board, NSUARB](#)
To: [Nakhatovych, Maryna](#)
Cc: [Wallace, Lisa](#)
Subject: FW: re dispute re NSP Billing for one specific period
Date: October 23, 2025 1:16:55 PM
Attachments: [Electricity Inventory.docx](#)

From: Beverley Burlock [REDACTED] >

Sent: October 23, 2025 12:03 PM

To: Board, NSUARB <Board@novascotia.ca>; Wallace, Lisa <Lisa.Wallace@novascotia.ca>;
Nakhatovych, Maryna <Maryna.Nakhatovych@novascotia.ca>

Subject: re dispute re NSP Billing for one specific period

You don't often get email from [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

[REDACTED]
[REDACTED]
[REDACTED]

Nova Scotia Energy and Regulatory Boards Tribunal

Regarding the emails October 20 re Re: Account No. 1 [REDACTED] Meter [REDACTED]

Naturally the report of the meter testing was meaningless to me. I do not wish to have the meter retested by Measurement Canada, since it likely would be a useless expenditure of funds.

However, even though there may be nothing specifically wrong with the meter, I do further protest the conclusion that nothing is wrong with my billing.

I had wrongly focussed on the last bill, which was basically confusing in itself because the paper one showed it covered 4 months, 121 days --April 15-Aug 14. The previous two month April 15-June15 bill had already been received separately. (I can mail you a copy to you if desire it to see for yourself.)

When the man came to retrieve the meter, he looked over my paper bills with me and pointed out the 'problem' began with my bill for the Dec 4-Feb 25 period.

Dec-Feb 25 63 days energy used 5420 kwhperday 86.0

It was the cost \$1,013.99 which caught my attention.

This was NOT as cold a winter as many, and definitely not as cold as 2023 when records were broken, not just for low temperatures but also for the duration of the cold period.

AND when my pipes froze. No pipes froze this year.

Dec-Feb 23 was 62 days energy used 4149 kwhperday 66.9 cost \$694.52

Dec-Feb 24 63 days energy used 4309 kwhperday 68.4 cost \$780.57

NEVER have I had such an astronomically high usage or billing on any previous period as this year, or ever reached anywhere near 86 kwhperday!

Anyone with an ounce of common sense could see that doesn't *make* sense!

I live alone and have been in this same house now for 25 years. During that time, nothing has changed with my house or the overall usage of anything electric.

Yes, I understand the following

On-premise usage is a function of lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors well beyond N.S. Power's ability to address or control (outside temperatures, faulty wiring, ground faults, theft of power).

In 25 years, my 'lifestyle' hasn't changed, nor has my heating system (the pellet stove has consistently taken roughly the same number (60-63) of pellet bags each winter), nor my appliances (except for two new replacement 'more efficient' ones) or any other equipment. (I've not had outside Christmas lights for many years now, nor a Christmas tree for the last few years)

Faulty wiring surely would have shown up on other bills. I've no idea what ground faults are, but doubt they have changed or other bills would also have shown such. I guarantee there's been no power theft, which again would have been indicated on other bills.

And yes, neither NS Power nor I control the weather, but as I have stated, even in 2023 when weather records show low temperatures were broken as was the length of the cold snap,

my electric consumption did not rise to anywhere near 86! Comparing bills for that period back for many years show they have NEVER EVER been that high.

Obviously, then, that bill was an anomaly, which can't be explained by any other factor.

Which is why I protest – *something* is wrong with it. Was the meter read by a person or 'automatically retrieved'?

According to a Nova Scotia Power report submitted last week to the independent Nova Scotia Energy Board, which is investigating the cybersecurity breach as reported on

<https://halifax.citynews.ca/2025/09/09/impact-of-cyberattack-on-nova-scotia-power-could-be-bigger-than-first-thought/>

it reported that

"The document, however, confirms the cyberattack compromised the company's ability to automatically retrieve electricity usage readings from customers' smart meters. In June, the utility started issuing estimated bills based on an average of previous energy usage."

The decision letter contained the following:

Our representatives can also suggest tips to help reduce your energy usage or offer programs

such as our Equal Billing program that make it easier to budget for your electricity bill throughout the year through equal monthly payments.

Which is terribly insulting. I have made regular equal monthly payments lo these many years, almost from the beginning. And they have been regularly increased over the 25 years, NOT because of increased usage, but because of the continuous increases in the electricity prices.

I attach my inventory of everything-electrical which I recently did.

I therefore insist something was indeed wrong with that Dec-Feb billing regarding the amount of electricity usage because it simply does not make sense for any other reason.

Sincerely

Beverley Burlock