

Electricity Inventory

ALL lights are now LED. Besides baseboard heating, there's a pellet stove in the main room which consistently takes around 60 bags per winter. There's also passive sun heat from windows on back & front of house. New hot water heater – hot water carefully used.

Front door screen porch – outside light: never used unless I'm out in the evening

Kitchen: Electric baseboard set at 10, during cooler days raised to 15 from 8:30am to 11pm. Ceiling light rarely on, ceiling fan on periodically during hot summer days, 2 ceiling pot lights on when darkness requires them, over-stove light on when using stove elements (not daily). Only stove elements used, not daily and rarely more than one at a time. Oven used once a year to cook turkey. Electric kettle used every 2 days or so, otherwise unplugged. Coffee maker used every 3 days, otherwise unplugged. Dishwasher never used. Toaster oven used mornings for toast, sometimes lunch for toasted sandwich, periodically used to cook something, usually 30 minutes to 'bake' something, rarely longer. Microwave used daily for brief reheating of beverages, food items, defrosting. Very new refrigerator.

Back Hall – New small freezer, washing machine with cold water used every 7-10 days, drier used every 7-10 days for only 15-20 minutes. Clutch of 3 overhead lights on when darkness requires. Wall heater never used.

Down Bath – I live alone so door not often shut and only 1 of 4 over-sink lights on when darkness requires, like evening bedtime teeth etc. and bath once a week (no showers) Wall heater on during bath time during older weather, approximately 45 minutes.

Basement – light on 24/7, changed to poultry type heat light during Dec – April to keep pipes from freezing. Well plump.

Main Room – Two electric baseboards set at 10, during cooler days raised to 15 from 8:30am to 11pm. (The baseboards in here and in

kitchen are not raised to 15 if I'm out or away) Wood pellet stove (cleaned annually) main source of heat, used cool evenings from mid Oct or so, then when colder daily from 8:30am - to 11pm until April when revert to evenings. NEVER on overnight.

One or 2 lamps on when darkness requires.

Small radio/CD player rarely on. Computer on basically only from 9am – 12noon. And briefly but rarely in afternoon or evenings.

Printer perhaps once a month. Floor fan on hotter summer days.

TV/DVD player used daily for 1 hour over lunch, 8 -11 daily.

Front Hall & Living room – 2 baseboard electric heaters permanently set at 10. Hall ceiling light never used. Small bulb in small lamp on timer daily, adjusted to daylight until midnight. Electric fireplace never used. Outside front door light on daily from 11pm – 8:30am for neighbour safety check.

The door between this hall and the Main room is shut except for a 2 inch gap from Nov-April, basically keeping the heat in the kitchen and Main room, but allowing some to rise to the upper bath and my bedroom.

Upstairs Hall – ceiling light never used (small battery motion censor light)

Bath room – Baseboard heater never on. Only 2 of 4 lights over sink on when room used, like daily morning washups. Plugged in night-light is darkness regulated.

Two Upstairs bedrooms – are empty, doors closed, baseboard heaters permanently set at 10

My bedroom - Baseboard heater permanently set at 10. Two ceiling lights very rarely used. (small battery touch light) Ceiling fan used for a couple hours on hot nights, sometimes from 11pm -8am. Floor fan on 1 hour timer also used some hot nights. (small TV unconnected/unused) Small radio/CD player used daily evenings on 1 hour timer and mornings for about 45 minutes. Electric mattress cover used on cold nights to 'heat up bed' on 1 hour timer, to bolster comforter use.

Sent Oct 8 via email to NSPCS & Bd

From: [Board, NSUARB](#)
To: [Wallace, Lisa](#)
Cc: [Nakhatovych, Maryna](#)
Subject: FW: problem power bills
Date: September 4, 2025 11:24:10 AM

From: Beverley Burlock [REDACTED]
Sent: September 4, 2025 11:02 AM
To: nspdisputeresolution@gmail.com; Board, NSUARB <Board@novascotia.ca>
Cc: [REDACTED] Premier <PREMIER@novascotia.ca>
Subject: problem power bills

You don't often get email [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]

To Whom It May Concern:

Nova Scotia Power holds customers hostage.

They're a monopoly.

They own the meters, install, read and 'check' them.

The meters are no longer read 'in person' (a great profitable savings re employees), are then read from afar. That system doesn't work so the numbers are estimated.

Then at intervals, are read in person again.

'High' figures are questioned. Staff 'check' the meters and declare them OK.

We have no way of proving otherwise, no resources, nothing.

Then their system is seriously hacked, and we've no way of knowing exactly what information was stolen, OR if that in any way might have affected billings.

Twice now, I've received questionable billings, the latest arriving the end of August 2025.

In the first place, it says it's for April 15 – Aug 14. I ALREADY had received a billing for April to 15 – June 15!!! Furthermore, compare my use for those 4 months, 2024-2025.

2024		2025	
April 16-Jun 17	1249 62 days	April 15-Jun 15	886 64 days
Jun 17-Aug 19	646 63 days	Jun 15-Aug 20?	1361 121, but really 57 days
	1895		2247

(Jun 16-Aug 17 **2023** 857 62 days energy charges \$178.49)

April to June 2024 my energy charges were \$259.45 June to Aug 24 were \$152.70

April to June 2025 my energy charges were \$202.79 June to Aug 25 were \$290.96

That's almost double from Jun-Aug last year to this year.

Very interesting – Since I **still** live alone, wash clothes in cold water, use dryer minimally, don't have showers or wash hair daily, don't water lawns/gardens, all lights are LED, minimum lights are only on in rooms being used - generally 2.

AND this summer wasn't as hot as last year so fans ran far less

there's been little to no rain this year so sump pump hasn't run at all.

SOMETHING IS NOT RIGHT WITH MY LATEST BILL.

The first time a questionable bill arrived was the one for Dec 4-Feb25 – which has of course had an accumulating effect in subsequent billings because of the amount of 'credit' from regular monthly payments.

Dec-Feb 23 was 62 days	energy used 4149	kwhperday 66.9	cost \$694.52
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Dec-Feb 24 63 days	energy used 4309	kwhperday 68.4	cost \$780.57
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Dec-Feb 25 63 days	energy used 5420	kwhperday 86.0	cost \$1,013.99
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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.

NEVER have I had such an astronomically high usage or billing as this winter.

Which, as I said, meant my accumulated credit for the following months has been greatly affected.

I should have made a complaint then, but regretfully, I didn't.

Now, I'm really upset.

I don't like being held hostage, feeling powerless.

I object to being held hostage, feeling powerless.

I STRONGLY OBJECT to these two bills, especially the latest.

Beverley Burlock