

From: Beverley Burlock [REDACTED]

Sent: March 10, 2026 10:07 AM

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

Cc: Wallace, Lisa <Lisa.Wallace@novascotia.ca>; 'Dispute Resolution Officer Don Farmer,P.Eng' <nspdisputeresolution@gmail.com>; 'Blake Williams' <blake.williams@nspower.ca>; 'Carley Freeman' <carley.freeman@nspower.ca>; 'Chris Lanteigne' <chris.lanteigne@nspower.ca>; 'Jennifer Ross' <jennifer.ross@nspower.ca>; 'Kathleen Murray' <kathleen.murray@nspower.ca>; 'Lisa Forsey' <lisa.forsey@nspower.ca>; 'Sofia Reiner' <sofia.reiner@nspower.ca>; 'Sonia Liao' <sonia.liao@nspower.ca>

Subject: RE: M12563 - NSPI DRO - Beverley Burlock

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

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I acknowledge receipt of The Board's final report, though it's impossible to say thank you.

Because obviously the whole process was a colossal waste of time and energy for all of us, as well as a waste of money for NS Power and the Board.

The conclusion was foregone from the start.

Neither NS Power nor the DRO have any way to determine what caused the larger usage shown on your February 2025 bill.

Which you knew from the outset.

It would have been more honest to have stated that beforehand, rather than hypocritically suggest hope via an appeal.

I also have no way to prove power consumption either, which you also knew.

Except as I did: pointing out the major anomaly of the figures, compared to any previous consumption from many previous Dec-Feb periods, even during the year when NS broke all low temperatures and their duration on record.

Except providing an extremely detailed energy inventory of every room and hallway of my house.

Except stating that none of the others on NS Power's exemption list did not apply to my situation; stating categorically that nothing had changed in 'my lifestyle or in my house'.

So, the reality is the meter is an AI god against which there is no rebuttal.

Why bother then to have a dispute resolution person?

Why bother to offer the 'ability to appeal' to the Board, when the customer actually has no recourse whatsoever.

There's no point. ANY appeal is doomed from the beginning.

Suggesting otherwise is 'false advertising'.

The whole process is nothing but a charade: "an absurd pretense intended to create a pleasant or respectable (regarded by society to be good, proper, or correct) appearance".

Which means that NS Power is accountable to consumers for nothing nor anything.

Not even for any possible consequences of the major hacking of its system, other than some paltry 'protection' for some possible future problems.

BB

Beverley Day Burlock

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