From: swati nena [redacted]
Sent: January 2, 2026 3:26 PM
To: Wallace, Lisa <Lisa.Wallace@novascotia.ca>
Cc: Kelly Mason <Kelly.Mason@nspower.ca>; Penney, Nicole <Nicole.Penney@novascotia.ca>; Murray, Kathleen <Kathleen.Murray@nspower.ca>; Forsey, Lisa <Lisa.Forsey@nspower.ca>; Sonia Liao <Sonia.Liao@nspower.ca>
Subject: Re: M12616 - NSPI DRO Appeal - Billing Issues - Swati Patel

Dear Madam/Sir,

I am writing to acknowledge receiving Nova Scotia Power's submission from December 29, 2025 (Exhibit P-3). I'm submitting my response within the time allowed by the Board.

NS Power's filing explains how estimated billing and reconciliation are supposed to work, but it doesn't address the main concerns I raised in my appeal. Specifically, I'm asking whether:

- The estimates during the cyber-incident period were reasonable and based on the best available data
- The reconciliation correctly assigned usage to the right periods
- The reconciliation process caused unnecessary financial hardship because of problems outside the customer's control
- The rules in Regulation 5.1 and Regulation 6.4 were followed properly

While NS Power focuses on their internal calculations, they haven't addressed these issues from a fairness or consumer protection perspective.

NS Power says the estimates were based on historical usage data and seasonal factors. But:

- I have only lived at this address for about a year, so long-term historical data isn't really relevant to me

- Some estimated periods show much higher daily consumption than the actual usage readings I have, which averaged around 20.8 kWh per day
- There's no explanation for why the estimates were almost double what my actual usage was

The company says it followed the rules, but they haven't shown that the estimates met the "best available data" standard under Regulation 5.1.

I'm not disputing that meter readings are cumulative or that reconciliation is allowed. But the way it was applied was a problem:

- Months of estimation errors were fixed in large, sudden adjustments
- The financial impact was concentrated into a short time period
- No steps were taken to reduce the burden on customers

This process shifted the entire impact of a system failure onto me, even though the issue was entirely in NS Power's control.

Regulatory rules need to be fair, not just mathematically correct.

Regulation 6.4 requires that there be an investigation and an attempt at resolving issues informally. In my case:

- I had trouble getting in touch with customer service during critical periods
- I didn't receive detailed answers until I escalated the issue
- No relief options were offered before I got hit with a large catch-up bill

While late fees were waived, the overall financial shock was never addressed.

So, I respectfully ask the Board to:

1. Review whether NS Power's estimation process during the cyber-incident met the required standard under Regulation 5.1

2. Look at whether the reconciliation was applied fairly and with proper consumer protection

3. Consider whether additional billing relief, adjustments, or structured corrections are needed because of these unusual circumstances

4. Provide guidance on the best practices for reconciliation after major billing disruptions

This appeal is not about avoiding paying for the electricity I used, but about making sure customers aren’t unfairly impacted by system problems, unclear estimates, and sudden reconciliation bills.

I appreciate your time and consideration in reviewing this matter.

Thank you,

Swati Patel