

Rebuttal to NSP's March 19 Response

Re: M12726 – DRO Appeal – Shaun Campbell

Dear Members of the Board,

Thank you for the opportunity to reply to Nova Scotia Power's March 19, 2026 response. After reviewing NSP's submission, several key issues remain unresolved, and new information further supports the concerns raised in my appeal.

1. NSP still has not provided evidence of a May 30, 2025 "true read."

NSP continues to assert that a field representative took a "true read" of 8531 on May 30, 2025. However:

- No bill shows a May 30 read
- No meter read history shows a May 30 read
- No CIS notes show a May 30 read
- The July bill uses an estimated read, which would not occur if a true read existed
- The DRO file contains no documentation of a May 30 read

On March 20, 2026, the building landlord confirmed that he was unaware of any wiring or metering issues in the building but specifically questioned whether the meter "was properly read on May 30."

This aligns with the documentary record: there is no evidence that a May 30 read occurred.

2. NSP's own data confirms the September bill includes pre-occupancy usage.

NSP states that 2373 kWh were consumed between May 30 and September 16. While Shaun did have the power connected on May 30 and moved his belongings into the unit on June 1, he did not begin living in the apartment until August 20, and stayed only a few isolated nights before that.

This means NSP is billing him for nearly three months of electricity usage during a period when the unit was not actually occupied. Simply having belongings in the apartment does not generate 22 kWh/day of consumption.

NSP's own numbers show:

- 2373 kWh over 108 days
- **22 kWh/day**

This level of consumption is not consistent with:

- an unoccupied unit for most of the period
- a new, energy-efficient building
- minimal appliance use

- Shaun's historical usage
- Shaun's subsequent actual bills

NSP's response does not address the occupancy timeline at all.

3. The new March 24, 2026 bill confirms normal usage and contradicts NSP's position.

The most recent bill (March 24, 2026) shows:

- 516 kWh over 71 days
- 7.3 kWh/day

This is entirely consistent with Shaun's actual lifestyle and occupancy.

It is **not** consistent with the 22 kWh/day billed for the May–September period.

This new bill is strong evidence that the September bill captured pre-occupancy or misallocated usage, not Shaun's consumption.

I am including this bill as additional evidence.

4. NSP did not address the September 26 email acknowledging the bill was "high."

On September 26, 2025, NSP employee Derek Henderson wrote:

"I can confirm the \$437.29 is high for the [REDACTED]. I'm going to put in a request for a re-read of that meter to rule out if it was just recorded incorrectly."

NSP's response does not mention this email, nor does it explain:

- why the re-read was never completed
- why the concern was dismissed
- why the DRO decision did not address this internal acknowledgement

This is a significant omission.

5. NSP did not address the DRO's cross-wiring concern.

The DRO explicitly wrote:

"You may wish to confirm that other building units are not partially served via your meter."

This is an acknowledgement that misallocated load is possible.

NSP's response:

- does not address this
- does not deny the possibility

- does not provide any investigation results

If cross-wiring is possible, billing cannot be assumed correct.

6. NSP's response relies solely on meter accuracy, not billing accuracy.

The meter test confirms only that the meter measures electricity correctly. It does **not** confirm:

- that the correct starting read was used
- that the May 30 read occurred
- that no previous-tenant usage was included
- that no misallocated load occurred
- that the September bill reflects Shaun's actual consumption

This dispute is fundamentally about **billing allocation**, not meter calibration.

7. Good-faith payment of current, undisputed charges

To avoid any confusion regarding current charges — and to demonstrate good faith during the appeal process — Mr. Campbell has paid the most recent bill dated May 25, 2026 in the amount of \$146.17.

This bill reflects normal, occupancy-consistent usage, and its payment underscores that:

- Mr. Campbell pays accurate, reasonable bills
- the dispute concerns only the abnormal, pre-occupancy, or misallocated usage reflected in the September 2025 billing period

Proof of payment is attached.

Conclusion

NSP's response does not resolve the core issues raised in the appeal. In several respects, their own data reinforces the concern that the September 16, 2025 bill includes usage from before Shaun's occupancy.

We respectfully maintain our request that the Board:

- review the meter read history
- determine whether a May 30 read occurred
- assess whether the September bill includes pre-occupancy or misallocated usage
- consider the dramatic difference between September usage and all subsequent actual reads
- review the DRO's cross-wiring concern
- review the Portland Street final bill
- order appropriate adjustments if usage was improperly attributed

Thank you for your continued attention to this matter.

Sincerely,

Crista MacNeil

Authorized Agent for Shaun Campbell

Kingston, Nova Scotia

[REDACTED]

[REDACTED]



[← Account details](#)

Transaction details

NOVASCOTIA POW

- \$146.17

Transaction date

Mar 25, 2026

Transaction type

An online, mobile or telephone banking transaction

Questions or concerns?

Transaction information comes directly from the merchant. If you're seeing transaction details that don't make sense, check out these tips



Accounts

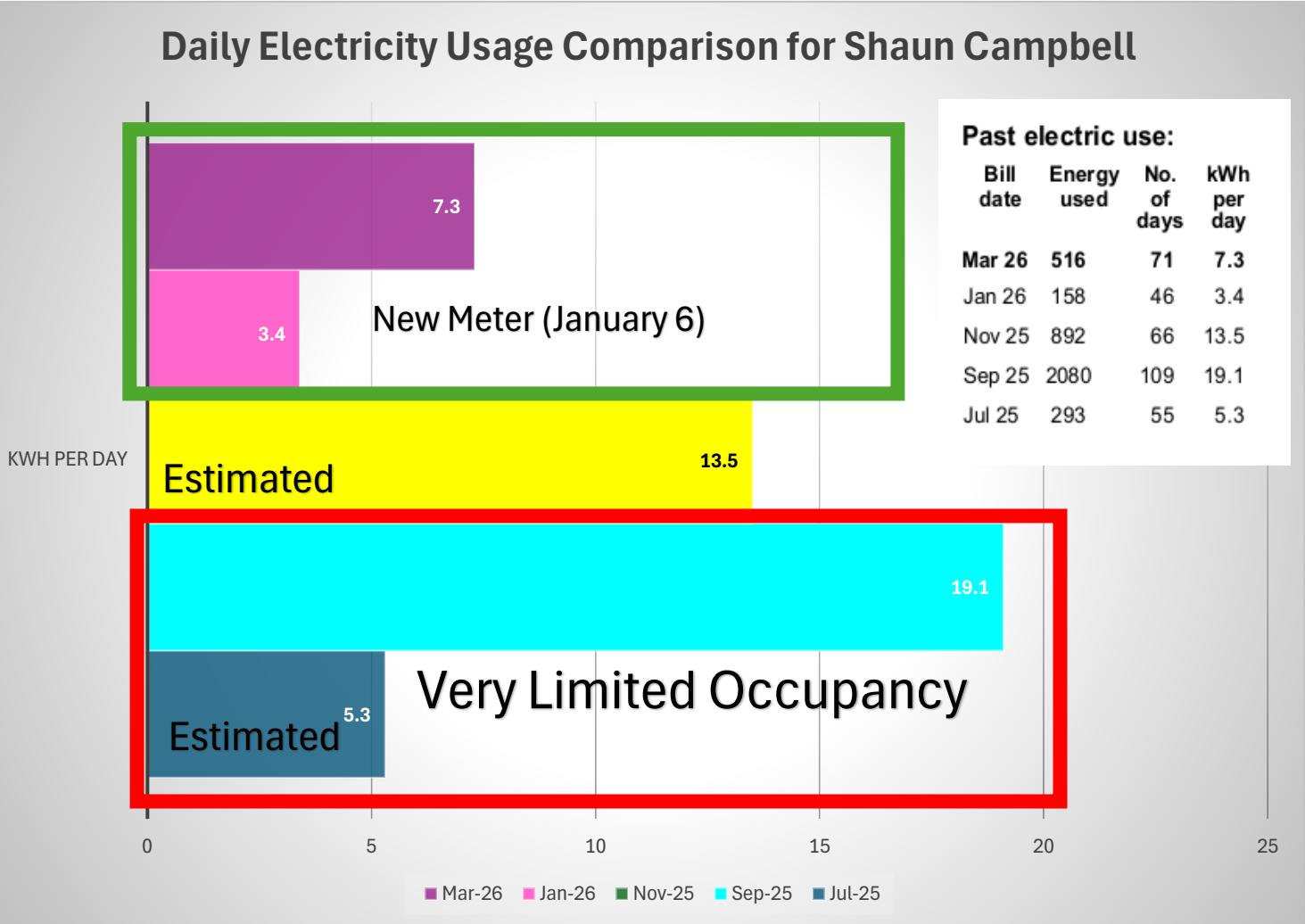


Pay & Transfer Bank services



Offers

A comparison chart of daily kWh usage is attached, showing a drop from 19.1 kWh/day in September to 3.4 kWh/day after the meter was calibrated on January 6. This discrepancy is inconsistent with occupancy and strongly suggests that the September bill reflects pre-occupancy or misallocated usage.





Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
Any questions? Please call us at 1-800-428-6230
Weekdays 8am-6pm
www.nspower.ca

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Web Access #

[REDACTED]

Billing process
update:
nspower.ca/billing

Account Number [REDACTED] Amount due Apr 23 **\$859.13**

SHAUN CAMPBELL
Service address

Domestic
Service from Jan 06 to Mar 18, 2026

[REDACTED]

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
[REDACTED]	02B	71	516.00	.00	1	516

Your meter was read on Mar 18, 2026

Billing date Mar 24 Includes payments received by Mar 24

Amount owing from last bill **712.96**
Balance owing after last payment **\$712.96**

Energy charges:

Base Charge \$19.17/month 45.37
Energy 516 kWh x \$0.18187 93.84
Total energy charges **139.21**

Other charges

Tax: HST (11931 4938 RT) 19.49
Provincial Rebate -12.53
Total other charges **6.96**

Total amount due **\$859.13**

Amount due Apr 23, 2026 **\$859.13**

IMPORTANT: We are not applying late fees or penalties on outstanding balances. Learn more nspower.ca/billing

Your average cost of
electricity during this
period was \$1.96
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Mar 26	516	71	7.3
Jan 26	158	46	3.4
Nov 25	892	66	13.5
Sep 25	2080	109	19.1
Jul 25	293	55	5.3



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
www.nspower.ca

Account Number [REDACTED] Amount due Apr 23 **\$859.13**

Enter payment amount

[REDACTED]

SHAUN CAMPBELL

[REDACTED]

For Electronic
Payments Only

[REDACTED]