

From: Dave Lincoln [REDACTED]

Sent: March 20, 2026 3:03 AM

To: Penney, Nicole <Nicole.Penney@novascotia.ca>; Sofia Reiner <Sofia.Reiner@nspower.ca>

Cc: Carley Freeman <Carley.Freeman@nspower.ca>; Chris Lanteigne <Chris.Lanteigne@nspower.ca>; Forsey, Lisa <Lisa.Forsey@nspower.ca>; Wallace, Lisa <Lisa.Wallace@novascotia.ca>; Nakhatovych, Maryna <Maryna.Nakhatovych@novascotia.ca>; Murray, Kathleen <Kathleen.Murray@nspower.ca>; Ross, Jennifer <Jennifer.Ross@nspower.ca>; Williams, Blake <Blake.Williams@nspower.ca>

Subject: Re: M12733 - NSPI to NSEB Response to Dave Lincoln DRO Appeal

Importance: High

**** 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

Dear Ms. Wallace and Board Members,

Re: M12733 – DRO Appeal – Dave Lincoln [REDACTED]

This reply addresses NS Power's **last-minute March 19 Exhibit L-7** (filed on deadline, proving delay tactics), which systematically evades my core complaints while fabricating compliance. Their filing—plus fresh Mar 19 bill enforcing DRO during appeal—confirms **blatant Reg 6.5 violations**, unauthorized contracting, meter anomalies, continued billing in live appeal, and **willful regulatory evasion harming disabled veterans and likely others**.

1. No Signed Payment Agreements Produced (Reg 6.5(3) Violation)

NSPI claims "multiple budget agreements" (2018, 2020, 2024) yet produces **zero signed documents—or any documentation whatsoever**. Regulation 6.5(3) mandates: **"Every Payment Agreement shall be in writing and shall be signed by the customer."**

Since NSPI cannot produce a single signed agreement or proof one was offered, **all alleged agreements are void**. Every arrangement was **forced under threat of disconnection**—the only "agreements" ever made or "offered." I deem these **unilateral impositions, not true offers**, with my wife in tears both times, never asked what we could afford. **NSPI must admit clear systematic non-compliance since 2017.**

2. Fraudulent \$800/Month VAC "Agreement" (Unauthorized Contract)

NSPI admits "Mitzi at Veterans Affairs" imposed \$800/month (July 18, 2024) with only my

wife's consent—I was never consulted, informed, or asked to agree. After my VAC complaint about this fraudulent deal, Mitzi was removed/terminated for untrustworthiness. **Forcing contracts on disabled veterans via rogue third parties without account holder consent violates consumer protection law.** This unilateral \$800/month (far above claimed \$496 usage) is **void ab initio**.

3. Meter Data Anomalies Ignored (Reg 5.5 Violations)

NSPI's table reveals obvious errors never explained/adjusted:

- **2025 Sept: Duplicate dates, -9,635 kWh negative usage, 13,646 kWh**
- **Multiple 0.00 reads with thousands kWh billed**
Reg 5.5 requires billing correction for meter issues. Immediate audit/credits required.

4. Equal Billing Never Recalculated (Reg 6.5 Non-Compliance)

- Hot tub broke 2022 (5KW heater ran year-round for physical injuries/therapy)—never recalculated despite requests, even after disconnected
- NSPI continued charging as if running (**slap in face losing therapy benefits**)
- \$496 "current usage" lacks step-by-step bi-monthly kWh calculation
- Neighbors (same area, some with hot tubs) pay \$250 max—**\$246/month unexplained**
Reg 6.5 requires equal billing "reasonably related to actual usage." Full 2017 audit demanded.

5. Zero Disability Accommodations Despite Known Status + Resulting Harm

NSPI knew my April 2020 medical release, PTSD, sole VAC income since Day 1. No hardship assessment, income-based plan, child assault/custody crisis (May 2021-Dec 2024), or father-in-law cancer death (Nov 2024) accommodations despite **years of awareness. NSPI's regulatory violations have caused intense stress worsening my physical injuries and mental health disabilities.** DRO's \$592 ignores disability entirely. **This conduct constitutes Intentional Infliction of Emotional Distress (IIED).**

6. Continued Billing During Live Appeal (Reg 6.4 + DRO Violation)

Two bills in dispute: First (\$3,188 due Mar 11, bal \$2,305.12) Feb 21—19 days post-DRO email Feb 2. Emailed NSPI Feb 21 for hold (cc DRO), got auto-refusal. **Second (\$592 due Apr 7, bal \$3,559.52) March 19—NSPI implemented DRO \$592 despite live appeal suspending enforcement (formal notice to DRO), no consent, no signed copy.** Exact issue raised with DRO (Feb 4, page 15 Confidential Att 1), ignored twice. **Appeal**

suspends DRO—NSPI contempt. Immediate freeze + DRO suspension plus finding on willful non-compliance/evasion.

NSPI Notified of Appeal Yet Enforced DRO

NSPI got formal Board appeal notice (**attached M12733 Formal Ack Let LINCOLN.pdf direct to DRO**) before Mar 19 \$592 bill. **Willful enforcement of non-final DRO shows regulatory contempt.**

7. Documentation Gaps Confirm Evasion

- Pre-Jan 2020 invoices "not available" (2017 account open)
- No prior-owner aggregate usage baseline (**privacy excuse invalid**)
- Incomplete ledger/meter history, duplicates unresolved

Core Issues Raised with DRO, Never Addressed—Clear DRO Bias

These violations—Reg 6.5 unsigned agreements, Reg 5.5 meter errors, equal billing failures, disability ignorance—**fully detailed in DRO submission (Feb 4, page 15 Confidential Att 1). DRO showed clear bias by not investigating anything, not even addressing obvious Reg 6.5 violations.** DRO ignored entirely for math-only \$592. **Proves DRO error + bias needing Board correction.**

8. NSPI's Last-Minute Filing Proves Delay Tactics

NSPI waited until March 19 deadline for Exhibit L-7, confirming **pattern of delay + constant reg violations. Targeting disabled veteran proves systemic abuse likely harming many others**—Board must investigate broader pattern, impose penalties as in prior NSPI cases.

Extremely Concerning Regulatory Ignorance

It is deeply troubling that I appear to know NSPI's own Regulations better than NSPI itself, particularly Reg 6.5's written/signature requirements and Reg 5.5 meter corrections. **If NSPI doesn't have to follow their own mandated regulations, which are put in place to protect the consumer, they can easily make up whatever amounts and agreements they want—as proven in this matter.** The fraudulent VAC "agreement" and billing disaster over this entire matter raise **serious easily provable legal concerns. This proves willful disregard of their regulatory responsibilities.**

Demands

1. Void unsigned "agreements," wipe arrears
2. Full 2017-present billing/meter audit + credits
3. Income-based disability plan (VAC-only)

4. Billing freeze during review
5. Mitzi termination explanation post-\$800 "deal"
6. Board finding: NSPI willful non-compliance/evasion
7. Broader NSPI compliance investigation
8. Board investigation of DRO for clear bias and failure to investigate any of the concerns I raised including, Reg 6.5 violations while claiming impartiality

NSPI's response proves DRO erred—billing wrong since 2017. Board must halt overcharges.

I defended this country and defended the rights of each and every Canadian without ever knowing them, only to have NSPI attempt to obliterate my rights and steal from a disabled Veteran, shameful behaviour and scary how many others have been facing the same issues. I have spoken to many others experiencing the same issues. Let alone all of the issues in the news with regards to the horrible billing practices and trying to raise the fees when they cant even follow their own mandates proves systemic change is needed drastically. Even the Premier is frustrated with the blatant disregard for customers needs.

Respectfully submitted,
David Lincoln
Disabled Veteran, [REDACTED]

Attachment:

- Mar 19 \$592 bill

From: home@nspower.ca
To: [REDACTED]
Subject: Your power bill is ready to view
Date: March 19, 2026 11:40:15 AM

header



Your power bill summary

This summary shows what you need to pay and when it's due. If you'd like to know more, please view your bill online.

Account #: [REDACTED]

Due on: 04/07/2026

Amount due: \$592.00

Account balance: \$3559.52

[Login to your online account](#)

Login to your NS Power online account to:

- View your bill
- Make a payment
- Access past bills

Our commitment to you: Billing

We know that over the past year you have had a lot of questions about the cyber incident and the [impacts on our billing systems](#).

[Here is what you can expect from your billing experience going forward.](#)

Send us a picture of your meter

If you have not had a meter read and are concerned about an estimated bill, you can take a picture of your meter display and send it to us. We'll use this information to adjust your bill based on your actual usage. [Learn more and submit a picture of your meter here >](#)



You asked, we answer

We've put together answers to the questions we hear most often from our customers—and we'd love to hear yours too. [Learn more or ask a question.](#)

