

From: Dave Lincoln [REDACTED]
Sent: May 19, 2026 4:31 PM
To: Penney, Nicole <Nicole.Penney@novascotia.ca>
Cc: Blake Williams <blake.williams@nspower.ca>; Carley Freeman <carley.freeman@nspower.ca>; Chris Lanteigne <chris.lanteigne@nspower.ca>; Jennifer Ross <jennifer.ross@nspower.ca>; Lisa Forsey <lisa.forsey@nspower.ca>; Sofia Reiner <sofia.reiner@nspower.ca>; Premier <PREMIER@novascotia.ca>; info@macgillivraylaw.com; Kings West Constituency Office <chrispalmermla@gmail.com>; Kathleen Murray <kathleen.murray@nspower.ca>; Mavhunga, Miranda <Miranda.Mavhunga@novascotia.ca>; Wallace, Lisa <Lisa.Wallace@novascotia.ca>; Sonia Liao <sonia.liao@nspower.ca>; Lawson, Hollie <Hollie.Lawson@novascotia.ca>; Kozera, Kenzie N <Kenzie.Kozera@novascotia.ca>; Murdock, Tom E <Tom.Murdock@novascotia.ca>; Smith, Chase <Chase.Smith@novascotia.ca>; Energy and Regulatory Boards Tribunal <Board@novascotia.ca>
Subject: Re: M12733 NOTICE OF PROCEDURAL NULLITY: Immediate Demand for Stay Following Board Admission of Regulatory Non-Compliance
Importance: High

You don't often get email from [REDACTED] [Learn why this is important](#)

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

SUBMISSION OF IR-1 RESPONSES AND FORMAL DEMAND FOR IMMEDIATE STAY OF ENFORCEMENT UNDER REGULATION 6.5-3 REGARDING UNLAWFUL MONOPOLY NON-COMPLIANCE

Dear Ms. Wallace, Ms. Mavhunga, and the Nova Scotia Utility and Review Board,

I am in receipt of the Information Requests (IRs) issued on April 28, 2026, and I provide this full response by the May 20 deadline. However, I must emphasize that the Board has still not addressed the core issues I raised in my previous correspondence, including the legality of the alleged agreements, the lack of consent, the fraudulent “arrears,” the hot tub disconnection, and the ongoing enforcement of a disputed DRO amount while my appeal is active.

In addition, it is concerning that NS Power has never passed the Board's review in the nine years the Board has been examining it, yet a rate increase was approved while the Board is staring at evidence that NS Power is operating in clear non-compliance with its own regulations and, I believe, the law itself. Approving a rate increase for an organization that has yet to ever pass an evaluation and is systematically in non compliance, while peoples' rates continue to climb, only shows that the Board is allowing NS Power to continue not meeting basic standards and engaging in clearly unlawful behaviour. The Board is supposed to regulate NS Power, not approve increases for a company that has never been held accountable.

Below, I provide full, detailed answers to the Board's questions. I also reiterate, point by point, the issues that have not been resolved, many of which appear to be shared by thousands of other customers now preparing a class action against NS Power for the same misconduct.

1. Home Profile

What is the approximate size of your home?

My home is approximately 2,500 square feet.

How much of your home is heated?

Only 3 of the 5 bedrooms are heated at most, primarily to conserve costs. The main living area is barely heated, and I have drastically reduced overall heating due to the escalating costs imposed by NS Power.

How many people live in your home?

There are currently 4 people living in the home. For most of the relevant period, the household consisted of 5 people, and at one point there were 6 people.

2. Major Electricity Uses

What are the main items in your home that use electricity (e.g., electric heat, hot water tank, hot tub, large appliances)?

The main electrical loads are the same basic household appliances, the hot water tank, the hot tub, and electric baseboard heat, although the baseboard heat is usually off. All appliances were purchased new in 2017 and are energy efficient.

How often is each of these items typically used?

Usage is no more than normal household use, if even that. I have minimized appliance use wherever possible due to the high bills.

3. Changes in Electricity Usage

Have you installed or stopped using a hot tub?

Yes. The hot tub was used from 2017 through approximately 2021–2022. It broke almost 4 years ago and has been completely disconnected from the electrical panel and has received no power since.

Have you changed your heating habits (such as under heating to save money)?

Yes, drastically. I now heat only 2–3 bedrooms and barely heat the main living area, because of the increasingly high costs and the financial pressure caused by NS Power's disputed billing and agreements.

Has the number of people living in your home changed?

Yes. The household was 5 people for most of the time living here, and my eldest daughter moved out approximately 2 years ago, bringing the number back down to 4. My costs were raised even though there are fewer people in the home.

Have you added or removed any other major equipment?

The hot tub was removed from the electrical panel after it broke. No other major equipment has been added.

4. Hot Tub Specifics

During what specific time periods was the hot tub used?

The hot tub was used from 2017 until approximately 2021–2022, when it broke.

When did you stop using the hot tub?

Approximately 2021–2022.

Was the hot tub still receiving power even when it was not being used?

No. It has been completely disconnected from the electrical panel for almost 4 years and has received no power.

5. Efficiency and Investigation Steps

Have you changed your heating habits to reduce electricity use?

Yes. I only heat part of the home, turn off all other heat, and minimize appliance use to reduce consumption as much as possible.

Have you had a professional energy audit completed?

No. I have asked NS Power multiple times over the years to arrange an Efficiency Nova Scotia audit, and I was told I would have to pay them even more money for it, so it never happened.

Has an electrician reviewed your system to investigate your usage?

No. I asked NS Power for an approved list of electricians who could review the system, and I never received a response.

Have you taken any other steps to reduce or look into your power consumption?

Yes. All light fixtures have been replaced with LED bulbs. I avoid using most devices unless necessary, barely heat the home, and the hot tub has been medically necessary for my injuries but has been disconnected for nearly 4 years.

Unresolved Concerns the Board Has Failed to Address

Despite the Board's questions to NS Power, the following issues remain unanswered and unaddressed:

No Signed Agreement: The Board itself has questioned NS Power's compliance with Regulation 6.5, explicitly asking how NS Power can be compliant "if no signed agreements exist." NS Power has had multiple opportunities to produce these agreements and has still not produced a single agreement, signed or unsigned, that supports the charges being collected. Any money collected under these alleged "agreements" therefore lacks a legal foundation.

Third Party Agreement Without Consent: I provided consent for VAC to speak with NS Power, not for VAC to form a contract on my behalf. NS Power unilaterally accepted a payment arrangement from VAC that exceeded my actual usage by over \$300/month, without my signature and without Power of Attorney. This is not a valid contract and should not be enforceable.

Use of Already Admitted Overcharges as Arrears: NS Power has admitted to over-billing me by over \$300/month, yet the Board is allowing NS Power to collect “arrears” based on those same overcharges. That is mathematically and legally indefensible.

Violation of Mandatory Stay (Reg 6.5 3): NS Power wrote on the same day as the DRO decision that it would begin enforcing the new amount, clearly violating the 12 day stay period for appeal. I did not even receive 12 hours before enforcement began. The Board is allowing NS Power to collect while the matter is under active appeal.

Hot Tub Still Blamed After 4 Year Disconnection: NS Power continues to use the hot tub as a justification for high estimates, despite the fact that it has been broken and disconnected for almost 4 years. This is not honest, factual, or regulatory compliant.

No Energy Audit or Technical Review: I have repeatedly asked NS Power to send out Efficiency NS or an approved electrician to review my home, and I was always told I would have to pay more. They have never done so. There is no technical investigation supporting NS Power’s estimates.

Systemic Non Compliance and Class Action Level Conduct: NS Power has not passed the Board’s review in nine years and is now facing a class action from over 13,000+ (and growing) customers who report identical issues: disputed agreements, third party arrangements, broken hot tubs, no audits, and predatory billing. The Board is aware of this pattern, yet it continues to allow NS Power to operate and raise rates while in clear non compliance.

Demand for Immediate Relief

Given the above, I respectfully demand:

- **An Immediate Stay of Enforcement of all disputed amounts stemming from invalid or non consented “agreements,” over-billed usage, or third party arrangements.**
- **Full Reversal of all charges collected based on:**

- The fraudulent “arrears”
 - The hot tub that has been disconnected for 4 years
 - The third party VAC arrangement with no signature or Power of Attorney
 - Repayment of all amounts collected in excess of my actual usage, which NS Power has already admitted exceeds legitimate charges.
 - Formal confirmation that NS Power cannot enforce any disputed amount while this appeal is ongoing, in accordance with Regulation 6.5 3 and the Board’s duty to protect consumers.
-

If the Board Continues its Failure to Act

If the Board continues its failure to act and continues to enable the unlawful and blatant non-compliance of this power monopoly to continue, I will file a formal statutory appeal with the Nova Scotia Court of Appeal.

I will also immediately escalate this matter to:

- The Office of the Premier
- Relevant federal and provincial veterans’ advocates
- The media, to expose the systemic over-billing, regulatory failure, and the use of predatory billing against disabled veterans.

I have copied the Premier of Nova Scotia on this email so they are fully aware of the unresolved issues and the Board’s ongoing inaction.

The Board is supposed to regulate Nova Scotia Power and to protect consumers from the monopoly running wild, but with the inaction in this matter and the recent rate increase, you have only shown that the Board is willing to pad the pockets of a non-compliant and unlawful entity that has yet to pass its own evaluation even once. You continue to allow NS Power to operate with minimal consequences, while legitimate customers like me are left bearing the financial and emotional burden. There are now at least 13,000 people and climbing daily who are preparing to file a full class action lawsuit against NS Power; the Board’s failure to act in this case appears, at the very least, like a failure to protect vulnerable citizens, and in the worst case, like wilful

tolerance or collusion. This conduct is so far outside the public interest that I will be including the Board in the class action level legal review of this situation.

If this were any other organization that had failed to meet its basic standards for over nine years, it would have been shut down or closed rather than being rewarded with rate increases that enable a powerful monopoly to continue harming consumers who have no meaningful choice but to pay. That is the position I am in as a disabled veteran, and I believe the Board has a duty to correct it now, not later.

Respectfully,
Dave Lincoln
Disabled Veteran

Weekdays 8am-6pm
www.nspower.ca

\$1,598.00

**Domestic
to Sep 12, 2025**

	Multiplier	kWh used
	1	13646
	1	9635-

.42
.00
\$2,135.42

.02
.83
.03
782.82

.60
.31
-128.71
\$2,789.53



4

*Billing process
update:
nspower.ca/billing*

**Your average cost of
electricity during this
period was \$4.30
per day before taxes.**

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Sep 25	4011	182	22.0
Jul 25	4672	63	74.2
May 25	4963	63	78.8
Mar 25	6552	56	117
Jan 25	6330	63	1
Nov 24	3985	60	66.4

From: dlinc08 [REDACTED]

Sent: May 22, 2026 1:07 AM

To: Wallace, Lisa <Lisa.Wallace@novascotia.ca>; Penney, Nicole <Nicole.Penney@novascotia.ca>; gopublic@cbc.ca; halifax@globalnews.ca; iris@halifaxexaminer.ca

Cc: Blake Williams <blake.williams@nspower.ca>; Carley Freeman <carley.freeman@nspower.ca>; Chris Lanteigne <chris.lanteigne@nspower.ca>; Jennifer Ross <jennifer.ross@nspower.ca>; Lisa Forsey <lisa.forsey@nspower.ca>; Sofia Reiner <sofia.reiner@nspower.ca>; Premier <PREMIER@novascotia.ca>; info@macgillivraylaw.com; Kings West Constituency Office <chrispalmermla@gmail.com>; Kathleen Murray <kathleen.murray@nspower.ca>; Mavhunga, Miranda <Miranda.Mavhunga@novascotia.ca>; Sonia Liao <sonia.liao@nspower.ca>; Lawson, Hollie <Hollie.Lawson@novascotia.ca>; Kozera, Kenzie N <Kenzie.Kozera@novascotia.ca>; Murdock, Tom E <Tom.Murdock@novascotia.ca>; Smith, Chase <Chase.Smith@novascotia.ca>; Energy and Regulatory Boards Tribunal <Board@novascotia.ca>

Subject: FORENSIC EVIDENCE UPDATE TO EXHIBIT L-9: Combined Timelines and Stated Metric Tables Confirm Direct Triple Billing and Fraudulent Data Manipulation (Matter M12733)

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

Ms. Wallace and Board Staff,

I am formally submitting the attached image to supplement Exhibit L-9 LINCOLN (NSEB) RIR-1. The "Past electric use" data table printed on Nova Scotia Power's own invoice completely destroys their entire case and provides the mathematical proof of systemic billing fraud.

This proof of non-compliance includes the initial 2017 invoice submitted directly by Nova Scotia Power in their final filing. From October 3 to November 15, 2017—my very first 43-day baseline cycle when my hot tub was fully connected and running, and while contractors were actively drawing heavy power for a \$60,000 major home renovation—my household consumed an average of only 37.1 kWh per day.

As the attached table explicitly documents, Nova Scotia Power logs my Sep 25 billing cycle as covering a massive, unauthorized 182 days. Directly underneath that entry, they list separate, active billing periods for Jul 25 (63 days), May 25 (63 days), and Mar 25 (56 days).

This is the definitive proof of direct triple billing. A standard utility cycle is 60 days. Nova Scotia Power charged me separately for March, May, and July, and then forcefully rolled a 182-day calculation matrix directly over top of those exact same three cycles to fabricate a fraudulent balance.

Furthermore, their own table documents that during this 182-day period, my actual physical consumption was a low residential baseline of 22.0 kWh per day, which perfectly matches their stated metric of \$4.30 per day. My true energy usage for that entire half-year period was only \$782.82 for 6 full months, yet i was charged \$803 per month for those same 6 months totalling \$4818. Thats an incredible theft from anyone let alone a disabled Veteran.

This completely exposes their data manipulation. To build their arrears story, they used unverified estimations in May and July to claim my usage spiked to 78.8 kWh and 74.2 kWh per day. Yet, for the 182-day September window covering that exact same summer timeline, the computer records my actual usage at 22.0 kWh per day. It is physically impossible for a household baseline to drop by over 70% across the same period, or for a home to consume two to three times more power years later—with the hot tub completely disconnected for four years, all lighting upgraded to energy-efficient LEDs, and zero construction tools running—than it did during its initial major renovation phase.

By using unauthorized ghost agreements, Nova Scotia Power overrode their own daily usage system to demand \$803.00 a month and manufacture an artificial \$4,530.81 arrears balance. They literally billed me for more than six months' worth of actual electricity in a single 30-day window.

They lied to me, they lied during the DRO process, and they have submitted fraudulent metrics to this Board. I am demanding that the Board immediately void this fabricated balance, strike their non-compliant filings, issue an Immediate Emergency Stay Order, order a full forensic audit since my home purchase in Sept of 2017 to the present day, and enforce the full restitution owed to me for the literal theft of thousands of dollars stolen from a DISABLED VETERAN.

Shameful this has gone on for years unchecked and this matter has been in dispute for over 4 months with the board continuing to enable this lawless company to steal money when the proof has been in front of you all for months. And yet the board just approved a new rate increase while having all of this evidence of the clear non compliance in front of you and

knowing 13000+ others are experiencing the same issues. I hope you are all ready for accountability when this class action hits because its coming and the enabling will stop. This unauthorized and unlawful extraction of funds without a valid signed agreement meets every hallmark of predatory corporate fraud, and by failing to act, this Board is operating in systemic complicity to allow these violations of law to continue without consequence.

It is incredibly shameful that a disabled veteran with PTSD and MDD and multiple physical injuries, has to fight a corrupt lawless monopoly and still have to fight the regulatory body for them when the proof has been in front of both. This is the true definition of Intentional infliction of emotional damage and the harm this continued stress causes to me and my family both mentally and physically exacerbating all of my injuries all because a lawless monopoly has never been held accountable for their clear blatant willful non compliance with their own regulations and the law, and the board enabling them to continue this pattern for over 9 years of failed standard evals.

NOTE: Both attached screenshots come directly from NSP's own filings provided to me by Ms. Wallace herself, while failing to address the clear violations i have had to point out, instead passing it along enabling NSP to continue to harm my family and me, and withhold funds proven to be stolen by NSP from me.

Respectfully beyond frustrated,

Dave Lincoln
Disabled Veteran

Lincoln DRO Appeal (NSEB M12733)

NSPI Responses to NSEB Information Requests

4

PARTIALLY CONFIDENTIAL

CONFIDENTIAL Lincoln DRO Appeal Attachment 6 Page 65 of 70

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

Account Number

Equal Bill Amount due Oct 07

\$1,598.00

DAVID C LINCOLN

Service address

Domestic

Service from Mar 14 to Sep 12, 2025

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2262377	03B	182	155779.00	142132.92	1	13646
2262377	03B	126	151767.92	142132.92	1	9635-

Your meter was read on Sep 12, 2025

Billing date Sep 17

Includes payments received by Sep 17

Amount owing from last bill

2,940.42

Payment received Sep 02 - Thank you

-805.00

Balance owing after last payment

\$2,135.42

Energy charges:

Base Charge \$19.17/month

115.02

Energy 13646 kWh x \$0.18561

2,532.83

Energy 9635 kWh

-1,865.03

Total energy charges

782.82

Other charges

Tax: HST (11931 4938 RT)

109.60

Provincial Rebate

-238.31

Total other charges

-128.71

Total Account Balance

\$2,789.53

Equal Bill: Owing \$795.00	Current \$803.00	Due	\$1,598.00
----------------------------	------------------	-----	------------

Interest on overdue amounts is calculated at 1.5 % per month

or part thereof (19.56%) per annum).

Billing process update:

nspower.ca/billing

Your average cost of electricity during this period was \$4.30 per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Sep 25	4011	182	22.0
Jul 25	4672	63	74.2
May 25	4963	63	78.8
Mar 25	6552	56	117.0
Jan 25	6330	63	100.5
Nov 24	3985	60	66.4
Sep 24	4653	62	75.0



**** DUPLICATE BILL ****

Date Printed26/05/13

Time Printed2:05 pm

Printed ByAJ277

Nova Scotia Power Inc.

P0 Box 848, Halifax Nova Scotia B3J 2V7

Any questions? Please call us at 1-800-428-6230

Weekdays 8am-6pm

www.nspower.ca

Account Number

Amount due Dec 18

308.30

DAVID C LINCOLN

Domestic

Service from Oct 03 to Nov 15, 2017

Initial Bill

Meter no.	Rate	Days	New read	Last read	Mult	kWh's used
576542	03B	43	46863.00	45268.00	1	1595

Your meter was read on Nov 15, 2017

Billing date Nov 17 Includes payments received by Nov 17

Amount owing from last bill\$7.54

Balance owing after last payment7.54

Energy charges:

Base Charge \$10.83/month15.52

Energy 1595 kWh x \$.15063240.25

Total energy charges255.77

Other charges

Connect/Install Charge28.00

Tax: HST (11931 4938 RT)42.57

Provincial Rebate-25.58

Total other charges44.99

Total amount due308.30

Amount due Dec 18, 2017\$308.30

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 \$5.95 per day before taxes.

Your past electric use:

Bill date	No. days	Energy used	kWh per day
Nov 17	43	1595	37.1
	0	0	.0
	0	0	.0
	0	0	.0
	0	0	.0
	0	0	.0
	0	0	.0
	0	0	.0
	0	0	.0
	0	0	.0
	0	0	.0

**** DUPLICATE BILL ****

Date Printed26/05/13

Time Printed2:05 pm

Printed ByAJ277

