

From: [REDACTED]
To: [Podolyako, Maryna](#); [Carley Freeman](#)
Cc: [Wallace, Lisa](#); [Penney, Nicole](#); [Blake Williams](#); [Chris Lanteigne](#); [Jennifer Ross](#); [Kathleen Murray](#); [Lisa Forsey](#); [Sofia Reiner](#)
Subject: Re: M12749 NSPI DRO Appeal - Billing Issues - Christine Cameron
Date: April 2, 2026 9:21:30 AM
Attachments: [Important Update to the Critical Peak Pricing Rate Pilot - "Nova Scotia Power Inc." \(noreply@nspower.ca\) - 2025-11-13 0900.txt](#)
[You're Approved for CPP! Welcome to the Program. - "NS Power" \(noreply@nspower.ca\) - 2023-12-13 1940.txt](#)
[complaint request for tree removal.pdf](#)

**** 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

Nova Scotia Energy Board
Matter No. M12749

Thank you for what I'm presuming is an opportunity to respond to the 102 page submission from Nova Scotia Power, regarding my concerns.

It is not everyday one argues with a large corporation so I am feeling quite overwhelmed. However, I would ask that you please really listen to what I am saying. I speak no malice but I hope both NS Power and NS Energy Board can hear the heart of a lowly customer. Even though I speak of our own home, I truly believe my thoughts are reflective of many Nova Scotians. And I understand that is not the reason for this appeal. But if management can better look at these types of issues through customers eyes, maybe that will be a win for me.

We appreciate the new meter and the testing of the old one. We still are not convinced that we have been charged correctly (kWh) but realize there is nothing we can do regarding that.

I note on the Nova Scotia Power Facebook post of March 25, 2026 that "most meters have now been reconnected to our digital billing system, and the plan is on track to reconnect the remaining meters by March 31, 2026". In the November 13, 2025 email from NS Power (to Critical Peak customers) it was stated that the reason for the pause was because the meters were unable to send information back to the billing system. The Facebook post of March 25, 2026 infers this may now be corrected?

As a simple exercise, I worked out our power bill of January 2026 as if we were still being charged the correct amount for Critical Peak customers. The difference was only \$26.54 for that one bill. As I reflect on that amount, it seems excessive the manpower and expense that has been utilized by NS Power and NS Energy Board in this matter when we could have just been put back on the correct rate. Even more so, the updates from NS Power lead me as a Critical Peak customer to believe that a return to the program is not far away.

Regarding the Critical Peak program, I can say nothing more than to reiterate that we were told our rates would always be lower. Semantics appears to be the issue here. The argument used was that because we were getting the same service as others, the rate should be the same. As I previously stated, our service has never been different than other customers. It is just that we have a choice when it comes to higher rate periods. The better way to handle this would be for that promise to be honored and for management to ensure any future promises are

worded appropriately.

Regarding the change of rate for December 1, 2025, again I reiterate that this is only a guess and should at best be considered when an actual reading of a meter can be done. The lack of meter reading should have been a consideration when the NS Energy Board gave its directive. Further, the promise to always have lower rates should have been a consideration when the NS Energy Board gave its directive.

I recognize that the cyber attack was perhaps unforeseen. But as customers of NS Power we live with problems that could be handled more professionally. As an example, between 1-2 years ago we requested trees be cut that were close to the high tension power lines between the road and our home. We were refused, even though the NS Power website states it is their responsibility and that we would be charged if damage came about from us cutting the trees. We did cut about 9 trees and used our tractor to assist to ensure they did not fall on the line. The stress it brought my husband and I in our mid 60's was too much. We could not finish the job. Thankfully, a second request (attached as a tree complaint) early this year was approved by NS Power and the rest of the trees have since been cut down. For that we are greatly thankful, even though it is a responsibility of NS Power. We live in a rural area and there are not many high tension power lines that are free of trees. So when bad weather comes, we suffer because tree maintenance appears to be a lower priority. Yes, we have storms. But often trees are left fallen on power lines until they rot and fall months/year later.

Perhaps the better way to word all of this is that we believe NS Power has attempted to ignore its responsibilities to customers as a whole. Just in this process of the dispute resolution and subsequent appeal, I look at how much time, effort and expense was utilized instead of just honoring responsibilities to us as customers. And all of this from our power company with one of the highest rates in Canada. Especially after the cyber attack, when customer satisfaction is even lower, this would have been an opportune time to look at caring for customers.

These are my thoughts. This may not be how a response to a submission should be addressed but it is from my heart. This is what being a customer looks like from my perspective.

Thank you,
Christine Cameron



General Complaint - NS Power and municipal electric utilities

Reference Number: 260211002

Submitted on: Wednesday, February 11 2026 at 11:58:45 AM (AST)

Contact Information

Name on account: Christine J Cameron

Account number: [REDACTED]

Business contact:

Account address:

Address 1:	[REDACTED]
Address 2:	
City:	[REDACTED]
Province:	Nova Scotia
Postal code:	[REDACTED]
Country:	Canada

Email Address: [REDACTED]

Mailing address:

Address 1:	
Address 2:	
City:	
Province:	
Postal code:	
Country:	

Telephone number: [REDACTED]

Alternate phone number:

Complaint Information

Type of complaint: Other

Additional details: We have previously asked NS Power to cut trees that have the potential to damage power lines. Our home and transformer are the following distances from the main road, transformer is approx 255 feet and from the transformer to our home is approx 120 feet from the transformer. We have attempted to remove trees from near the lines for many years but the job has gotten on top of us and now we feel there is more risk in the trees between the road and the transformer, being the high tension lines. We did request tree removal and were told that the trees were not close enough to be removed. However, the NS Power website states that it is the responsibility of NS Power to remove trees near the high tension lines. We were told if we removed them and there was damage, we would be responsible. We have removed trees as best as we can but the remaining ones are too risky for us to feel confident enough to remove. Since this is stated to be the responsibility of NS Power and we are not happy with the potential risk they may cause, we are asking that this issue be sorted.

Did they contact the utility? Yes

How did the utility respond?

How do they want the complaint resolved? We want NS Power to send out a crew to drop the trees that we deem a risk to our power lines between the main road and the transformer (being high tension lines).

Supporting documents uploaded:

Important Update to the Critical Peak Pricing Rate Pilot

Subject:

Important Update to the Critical Peak Pricing Rate Pilot

From:

"Nova Scotia Power Inc." <noreply@nspower.ca>

Date:

11/13/2025, 9:00 AM

To:

[REDACTED] >

Important Update to the Critical Peak Pricing Rate Pilot

[View this email in your browser](#)

Important Update: Critical Peak Pricing Pilot Update

As a current participant in the Critical Peak Pricing Rate Pilot, you are receiving this message to inform you that the rate pilot has been temporarily paused.

Effective December 1st, your bills will indicate you are on the Standard Residential Service Rate which means we will not be calling any critical peak events until further notice.

It's important to note that you will remain enrolled in the rate pilot, meaning you'll still qualify for the perks once the program fully resumes — and you won't need to reapply.

[View Standard Residential Service Rate](#)

If you are looking for resources to help you manage your electricity use this winter, visit nspower.ca/save for tools, tips and programs.

[Why is this happening?](#)

Our systems were impacted by the cyber incident earlier this year and we are still working to restore them safely and securely. While meters have continued to accurately record energy use they are unable to send that information back to our billing systems to apply it to your bill. This affects how we track and bill for electricity usage during peak times.

Additionally, MyEnergy Insights — an important tool to help you track your electricity usage in the winter — is currently unavailable. We continue working to restore access and appreciate your patience as we work to bring all services back online following the cyber incident.

What does this mean?

While you remain enrolled in the Critical Peak Pricing Rate Pilot, your power rate will temporarily reflect the Standard Residential Service Rate, which will be applied as a single, flat energy rate, 24/7 – with no Critical Peak Events. This change will remain in place until we restore full functionality to operate the rate pilot again. Once functionality is restored, you'll be contacted with advance notice (at least 15 days), and your power rate will automatically return to the pilot rate.

Stay Informed

When the Critical Peak Pricing Rate Pilot is restored, we will notify you in advance so you can be prepared for the return of Critical Peak events and off-peak rates. Thank you for your continued participation and interest in the rate pilot.

Copyright © 2025 Nova Scotia Power, All rights reserved.

You are receiving this email because you are a Nova Scotia Power customer on the Time-Varying Pricing Rate Pilot and this message contains important information about your service or billing. This message may be sent even if you have unsubscribed from previous marketing emails, to ensure you stay informed about urgent account updates.

Our mailing address is:

Nova Scotia Power

1223 Lower Water St

Halifax, NS B3J 3S8

Canada

Add us to your address book

Want to change how you receive these emails?
You can update your preferences or unsubscribe from this list.

Email Marketing Powered by Mailchimp

You're Approved for CPP! Welcome to the Program.

Subject:

You're Approved for CPP! Welcome to the Program.

From:

"NS Power" <noreply@nspower.ca>

Date:

12/13/2023, 7:40 PM

To:

YOUR CRITICAL PEAK RATES HAVE BEGUN
YOUR CRITICAL PEAK RATES HAVE BEGUN

By participating in the Critical Peak Pricing (CPP) Pilot Program, you have the opportunity to change or reduce your energy use during critical peak hours. By shifting energy use to off-peak hours when rates are lower, you will save money on your annual energy costs.

HOW THE PLAN WORKS

As a pilot participant, you have access to two different rates: critical peak and off-peak.

Critical peak hours are events when demand is elevated, and your rates are higher.

Off-peak hours are times when demand is lower, and your rates are less.

Critical peak hours & events are identified by our team when there is significant demand projected on the electricity grid.

Critical Peak Events:

Are called between November 1st and March 31st with a maximum of 18 total critical peak events.

Are limited to three events per week.

Last for four hours anytime between 6:00 am and 11:00 pm.

Occur on weekdays and up to three on weekends, but never on statutory holidays.

Will be communicated by email and/or text by 4:00 pm the day before and then again once the event starts.

Outside of critical peak events and winter season, your rate will always be lower. This means your savings will add up when you're paying a lower rate and there are no peak events.

START THINKING ABOUT HOW YOU CAN SHIFT YOUR ENERGY USE

When a critical peak event is in play, the more you reduce or shift your energy use, the more you'll save. The more energy an appliance uses—a clothes dryer, for example, is one of the biggest energy users—the more you'll save by shifting use of that appliance and avoiding unpleasant bill surprises. Make the most of your new time of day rate plan with these helpful tips on our website.

ENERGY SHIFTING TIPS

SIGN-UP TO RECEIVE YOUR CPP EVENT NOTIFICATIONS VIA TEXT

You can now receive your CPP Event notifications via text message (in addition to email).

Sign-up below:

SIGN-UP FOR NOTIFICATIONS

You can change your text notification preferences at any time here.

Participants of the Critical Peak Pricing trial rate must receive event notifications via email. SMS (text) notifications are completely voluntary.

LET'S STAY IN TOUCH

If you have any questions about your new rate plan or any concerns along the way, please contact us at 1-800-428-6774. Our Customer Care Team is here to help.

Please Note: Depending on when you receive your regular power bill, you may be issued an adjusted bill which would reflect your energy usage on your previous rate.

Nova Scotia Power Inc. - 1223 Lower Water Street - Halifax - NS B3J 3S8

Copyright © 2023 Nova Scotia Power, All rights reserved.

[OUTAGE
CENTRE](#)[WAYS TO
PAY](#)[START,
STOP,
MOVE
SERVICE](#)[CUSTOMER
SERVICE](#)

While the cyberattack did not affect our ability to generate or deliver energy, it did severely disrupt several internal systems, including our customers' **billing** experiences. Meters continued to function accurately, but the malware prevented us from receiving data about energy usage. Most meters have now been reconnected to our digital billing system, and the plan is on track to reconnect the remaining meters by March 31, 2026. As of the end of February, less than 10% of customers were still getting an estimated bill.





www.nspower.ca

Facebook



OUTAGE
CENTRE

WAYS TO
PAY

START,
STOP,
MOVE
SERVICE

CUSTOMER
SERVICE



Login/Register to Manage Account



Our Commitments: Office of the Privacy Commissioner of Canada investigation

[← Back to Plugged In](#)

Mar 25, 2026

Today, the Office of the Privacy Commissioner of Canada (OPC) announced that it will discontinue its investigation into the cyberattack pending the completion of mutually agreed-upon commitments





Current Bill Amount:
\$302.04

Due date:
Mar 09, 2026



1 / 1



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

1
Web Access #
[REDACTED]

Billing process
update:
nspower.ca/billing

Account Number [REDACTED] Amount due Mar 09 \$302.04

CHRISTINE J CAMERON Domestic
Service address Service from Nov 14 to Jan 29, 2026
[REDACTED]

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2282001	70B	76	38723.70	37382.86	1	1341

Your meter was read on Jan 29, 2026
Billing date Feb 06 Includes payments received by Feb 06

Amount owing from last bill 229.34
Payment received Dec 17 - Thank you -229.34
Balance owing after last payment \$.00

Energy charges:
Base Charge \$19.17/month 30.03
Base Charge \$19.17/month 18.53
Energy @ \$0.15852/kWh 44.70
Energy @ \$0.18561/kWh 98.19
Energy @ \$0.18187/kWh 96.21
Total energy charges 287.66

Other charges
Tax: HST (11931 4938 RT) 40.27
Provincial Rebate -25.89
Total other charges 14.38

Total amount due \$302.04
Amount due Mar 09, 2026 \$302.04

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 \$3.79
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Feb 26	1341	76	17.6
Nov 25	1136	57	19.9
Sep 25	1163	58	20.1
Jul 25	1128	62	18.2
May 25	1417	63	22.5
Mar 25	2096	119	17.6
Nov 24	1276	64	19.9



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

Account Number [REDACTED] Amount due Mar 09 \$302.04