

From: Katie McIntyre [REDACTED]
Sent: May 8, 2026 6:44 PM
To: Penney, Nicole <Nicole.Penney@novascotia.ca>
Cc: Wallace, Lisa <Lisa.Wallace@novascotia.ca>; Blake Williams <blake.williams@nspower.ca>; Carley Freeman <Carley.Freeman@nspower.ca>; Chris Lanteigne <chris.lanteigne@nspower.ca>; Jennifer Ross <jennifer.ross@nspower.ca>; Kathleen Murray <kathleen.murray@nspower.ca>; Lisa Forsey <lisa.forsey@nspower.ca>; Sofia Reiner <Sofia.Reiner@nspower.ca>; Sonia Liao <sonia.liao@nspower.ca>
Subject: Re: M12757 NSPI DRO Appeal - Billing Issues - Katie Seesahai

** EXTERNAL EMAIL / COURRIEL EXTERNE **

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Hello,

Please find the requested information below.

Request IR-1:

Pursuant to Regulations 5.5 and 6.7 of the Nova Scotia Power Inc. Tariffs and Regulations customers have the right to request meter testing where there is a concern regarding billing/meter

accuracy. A copy of the applicable regulations is attached for ease of reference. Please advise

whether you requested meter testing through NS Power. If you have not requested meter testing

and wish to do so, please contact NS Power directly.

Answer: I requested to have my meter read and tested in 2025. The agent I spoke to on the phone stated they did not have enough staff and were unable to have the meters read or tested. They said once the breach had settled down, they would be sending someone out to read all meters.

Request IR-2:

Please advise whether there were any material changes at the property between 2024 and 2026

that may have affected electricity usage, including, for example:

- a) changes in occupancy;
- b) changes in heating usage or thermostat settings;
- c) increased time spent at home;
- d) installation of new appliances or equipment;
- e) use of supplemental heating sources; or
- f) renovations or additions to the property.

Answer: There were no material changes at the property between 2024-2026. The same number of people occupied the residence. We originally installed one heat pump in 2021, then installed two more in 2025, however only ran one of these during the winter months. There was no increased time spent at home, in fact the opposite. My office was mandated back to work two days a week in 2025 and the three days a week later that same year. No new appliances were installed. We did not use any supplemental heating sources. There were also no renovations or additions done to the property between 2024 and 2026.

Thank you,

Katie Seesahai