

From: [REDACTED]
To: [Wallace, Lisa](#); [Eryn Murphy](#)
Cc: [Penney, Nicole](#); [Carley Freeman](#); [Chris Lanteigne](#); [Forsey, Lisa](#); [Murray, Kathleen](#); [Ross, Jennifer](#); [Sofia Reiner](#); [Williams, Blake](#); [Mavhunga, Miranda](#); [Cavanaugh, Marina](#)
Subject: Help with NS Power
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**** EXTERNAL EMAIL / COURRIEL EXTERNE ****

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Hello Eryn

I am in dire need of help with this company - Nova Scotia Power.

Last year, as you know, I moved into my new home at [REDACTED] Port Dufferin on March 5th. A NEW account was set up with NS Power, so they were aware of the sale.

The house has radiant heat. It passed inspection however, the inspector and my realtor told me that it could be really expensive and there were better systems. They both told me to look at updating to Heat Pumps since I planned to stay during the winter and the previous owner did not.

I kept an eye on the bills and they weren't too bad so, I wasn't that concerned about doing the heat pumps yet. I was renovating the house and wanted to get that done first.

And then, a few weeks ago, I got a bill for over \$7000. NS Power, apparently, had a cyber attack and instead of reading meters, they made numbers up by looking at how much power was being used at the house I bought on [REDACTED] Road. The problem is, the house was mostly empty in 2024... NS Power was making bills up based on how the house was being used a year before I moved in.

Had I known the house was so expensive to heat, I would have ordered the heat pumps installed right away... but no, I had NO IDEA what was happening because NS Power was not sending me the correct amounts. I was SERIOUSLY underpaying.

NOW, because of NS Power's incompetence, I need to pay them over \$7000 PLUS pay \$12,000 to have the heat pumps installed. I should not have to do this. NS Power FAILED to do their job, and I am being forced to pay for their incompetence.

NS Power REFUSES to help deal with the problems they made. They blocked my phone... I cannot call for help... I could not get anyone from NS Power to help deal with this dilemma THEY created. I bought my beautiful home on the ocean to retire in... and it is a nightmare right now.

Eryn... can you help me?

thank you,

Briar Lee Mitchell, EdD



"It takes nothing away from a human to be kind to an animal." – Joaquin Phoenix