

Nova Scotia Energy Board
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1601 Lower Water St.
Halifax, N.S., B3J 2S3
Canada
26.April 2026

Celine Franz

Subject: Response to Nova Scotia Power Submission – Appeal M12773 (Account # [REDACTED])

Dear Nova Scotia Energy Board,

I respectfully submit the following response to Nova Scotia Power's submission regarding my appeal of the February 2026 billing for account # [REDACTED]

Nova Scotia Power states that several bills between April 2025 and December 2025 were estimated and that the February 2026 bill represents a reconciliation following a long period without actual meter readings. I acknowledge that several bills during this period were estimated. However, the available billing records indicate that the reconciliation reflected in the February 2026 bill appears to be associated primarily with the October–December 2025 estimated winter-period consumption rather than earlier summer-period estimates.

Specifically, the estimated usage values for the summer-period billing intervals were:

- **April–June 2025: 2681 kWh**
- **June–August 2025: 2371 kWh**
- **August–October 2025: 2093 kWh**

These values fall within a reasonable and typical summer consumption range and do not indicate a significant under-estimation during those months.

In contrast, the October–December 2025 billing period shows an estimated consumption of only 1224 kWh over 61 days, which corresponds to approximately 20 kWh per day. This is substantially below my normal winter consumption level of approximately 70 kWh per day.

This difference represents approximately 3,000 kWh of under-estimated winter-period consumption.

The February 2026 billing period shows consumption of approximately 120.5 kWh per day, compared with approximately 69.9 kWh per day for the comparable winter period in the previous year (December 2024 – January 2025). Over the 59-day billing period, this represents an increase of approximately 3,000 kWh.

These values closely correspond and strongly indicate that the under-estimated October–December 2025 winter-period consumption was later reflected almost entirely within the February 2026 billing period.

Nova Scotia Power attributes the reconciliation primarily to earlier estimated summer-period consumption. However, the summer-period estimates between April and October 2025 fall within expected seasonal ranges and do not support the conclusion that a large amount of electricity usage remained unbilled during those months.

This indicates that the reconciliation reflected in the February 2026 bill is most likely associated with the October–December 2025 estimated winter-period consumption rather than earlier summer-period estimates.

If approximately 3,000 kWh of under-estimated consumption from the October–December 2025 period were reassigned to the February 2026 bill following the next actual meter reading, it remains unclear why this adjustment appears almost entirely within a single winter billing period rather than being clearly identified as a reconciliation of a prior estimated period.

A reconciliation of this magnitude should be transparently explained so that it is clear which portion of the February 2026 bill reflects consumption from earlier estimated months and which portion reflects actual usage within that billing period.

Without this clarification, the February 2026 bill gives the impression that the full amount of consumption occurred within that billing period, which does not reflect the structure of the estimated billing adjustments described by Nova Scotia Power.

Importantly, the most recent actual meter-read billing period (February–April 2026) shows consumption of approximately 69.7 kWh per day compared with approximately 69.4 kWh per day for the same period in April 2025. This confirms that my electricity usage pattern remains stable and consistent over time and further supports that the February 2026 bill represents an isolated spike rather than a normal variation in consumption.

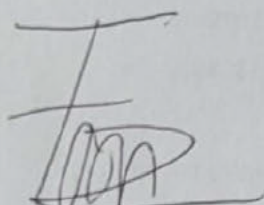
The issue in this appeal is therefore not whether cumulative consumption reconciles over a longer timeframe, but whether approximately 3,000 kWh of winter-period consumption were allocated to the correct billing period and whether the February 2026 bill accurately reflects usage within that specific billing cycle.

For the Board's convenience, I have attached copies of the estimated bills from April 2025 through December 2025, as well as the April 2026 actual meter-read bill demonstrating the stability of my consumption pattern.

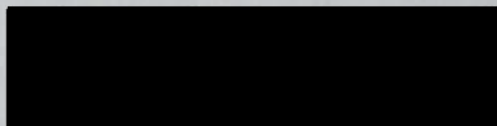
I respectfully request that the Board review whether the reconciliation of estimated consumption was appropriately attributed to the correct billing period and whether the February 2026 bill accurately reflects consumption within that billing cycle.

Thank you for your consideration.

Sincerely,



Celine Franz



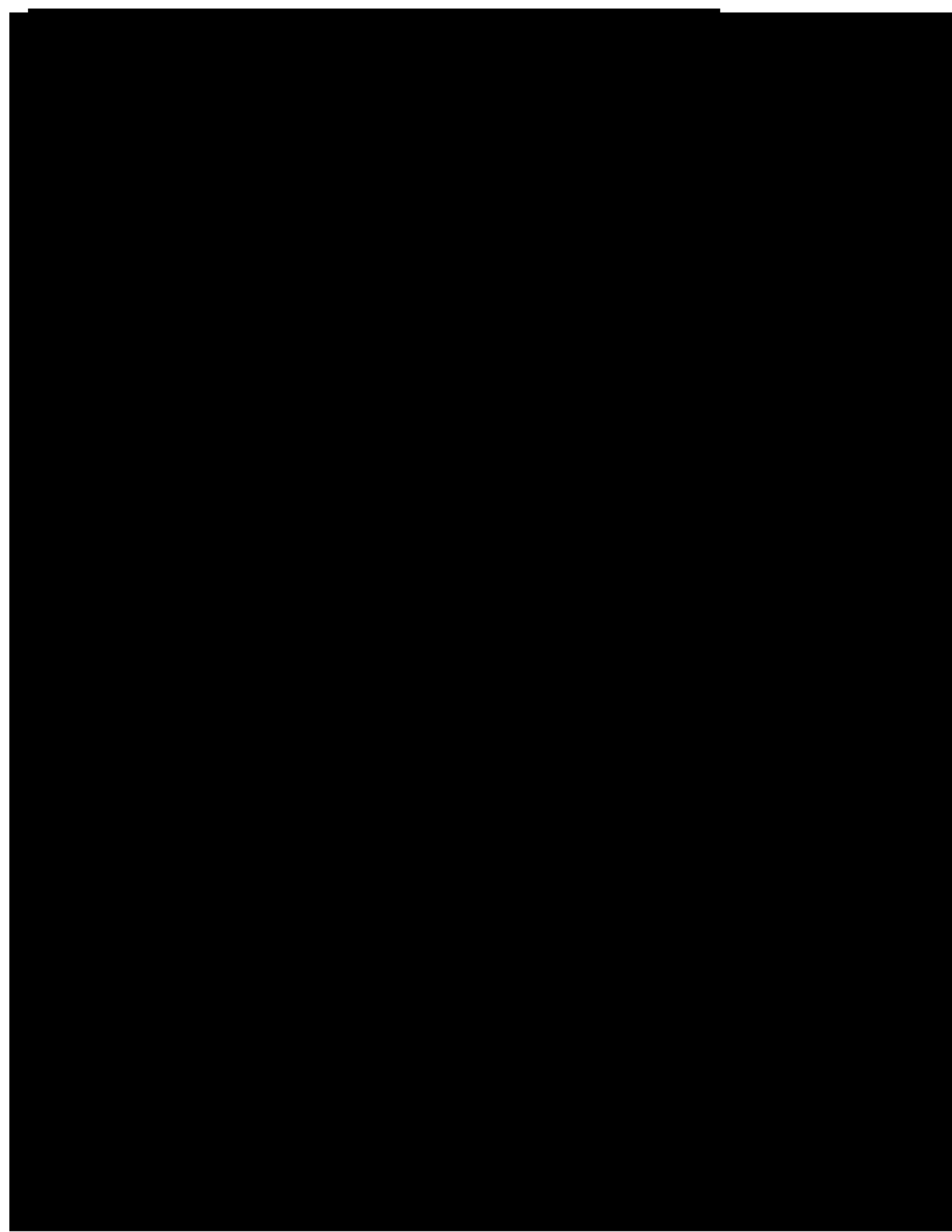
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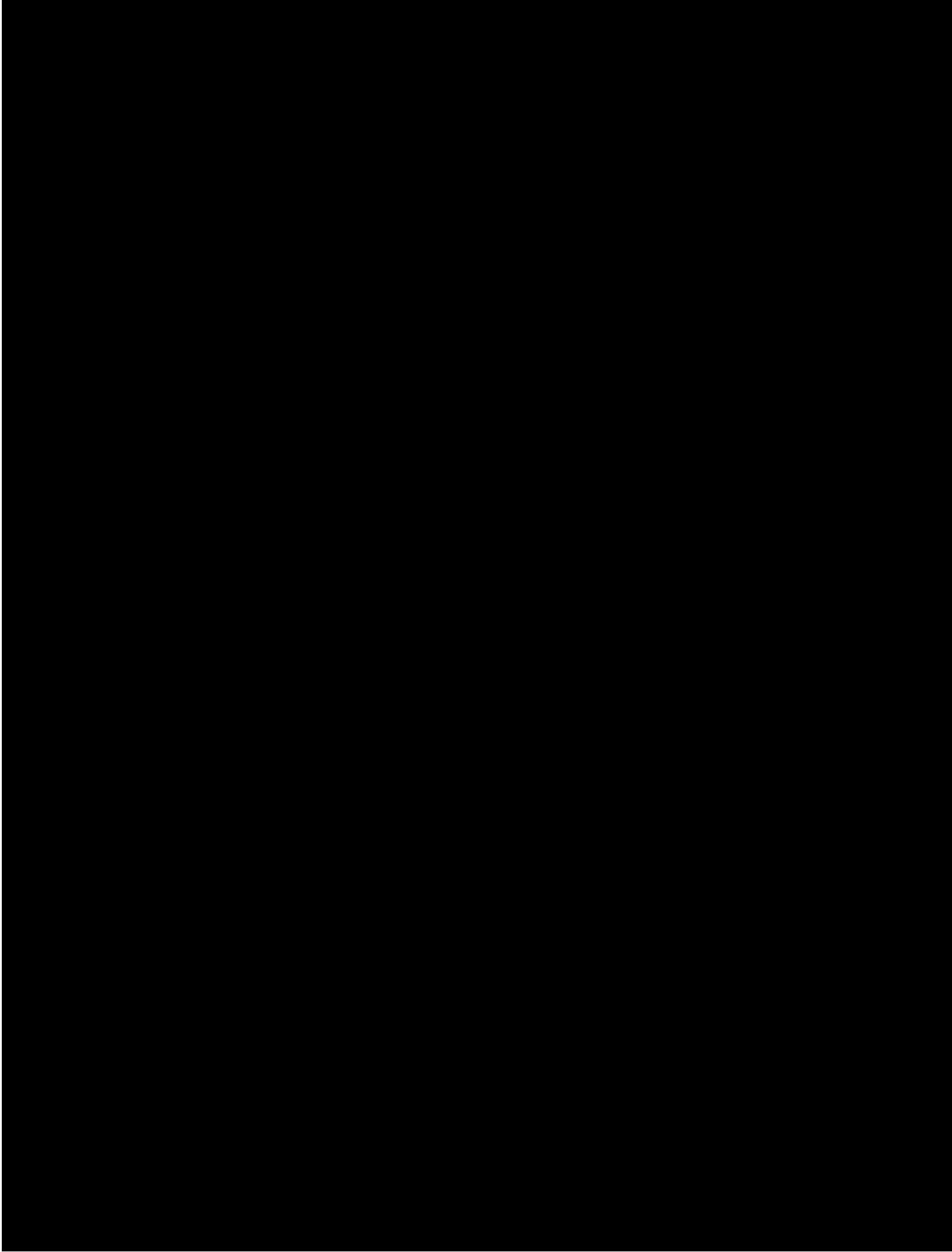
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