

From: Miguel Adam [REDACTED]

Sent: April 23, 2026 8:51 PM

To: Penney, Nicole <Nicole.Penney@novascotia.ca>

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Subject: Re: M12777 - NSPI to NSEB Adam DRO Appeal Response

**** EXTERNAL EMAIL / COURRIEL EXTERNE ****

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To the Nova Scotia Energy Board,

I am writing in response to Exhibit L-5 in Matter No. M12777 regarding my appeal of the DRO's Final Written Decision.

I maintain my appeal.

My concern is not only that I received a large reconciliation bill. My concern is that Nova Scotia Power still has not explained, in any practical or technical way, what source of electricity use is said to have caused this unusually high consumption at my property.

Nova Scotia Power's filing focuses on the billing math and cumulative meter reconciliation process. It states that my total consumption between July 11, 2025 and February 12, 2026 was 9750.49 kWh, and that this produced the balance of \$1,477.73. However, this still does not explain what actual electrical load or source within the home is believed to account for such high usage.

My home is approximately 925 square feet of living space. The main level is heated by a heat pump. We do not use electric baseboards as our main heating source. There is no heat pump heating the basement, and there is no electric heater installed or running in the basement at all. Upstairs is only lightly heated for sleeping. In those circumstances, I do

not understand what appliance, heating source, or other electrical load Nova Scotia Power says would reasonably account for the level of consumption attributed to my account.

I appreciate that the Board may focus on whether Nova Scotia Power correctly applied the approved regulations. However, I respectfully submit that where the utility relies on cumulative meter data to justify an unusually large bill, there should still be a meaningful explanation of the source or nature of the usage being attributed to the customer, especially where the customer has repeatedly questioned whether that level of use makes practical sense for the property.

I am also concerned by the speed of the DRO process. Nova Scotia Power provided its position to the DRO on April 1, 2026, and the DRO issued his Final Written Decision on April 1, 2026 as well. Based on the record provided in Nova Scotia Power's filing, I do not see any evidence of a site visit, physical inspection at my home, or any independent effort to determine whether the actual conditions at the property were consistent with the billed consumption.

My concern is therefore that the DRO accepted Nova Scotia Power's explanation too quickly, without sufficient investigation into whether the billed usage made practical sense in light of the actual heating setup and household conditions.

For those reasons, I ask the Board not to simply accept Nova Scotia Power's billing explanation at face value, but to determine whether the consumption attributed to my property has been sufficiently validated and explained before the disputed amount is upheld.

Sincerely,

Miguel Adam