

From: Miguel Adam <[REDACTED]>
Sent: October 8, 2026 9:39 AM
To: Wallace, Lisa <Lisa.Wallace@novascotia.ca>
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Subject: Re: M12777 - NSPI to NSEB Adam DRO Appeal IR Responses 5-6

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

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Re: M12777 – Measurement Canada Testing and Outstanding Appeal Issues

Good morning Ms. Wallace,

Thank you for clarifying this.

I want to make clear for the record that I have not abandoned my appeal, nor am I refusing further independent meter testing.

When I previously responded, I understood that because I had sold the property and was now living and working full-time in Ontario, further testing might require access to the property and coordination with the new owner. I now understand from the Board's email that the original meter is apparently no longer installed at the property and remains in Nova Scotia Power's possession.

If Nova Scotia Power confirms this, then I understand that I can initiate the Measurement Canada process remotely and that Measurement Canada can obtain the meter directly from Nova Scotia Power.

I respectfully ask Nova Scotia Power to confirm the following before the process proceeds:

1. That meter no. [REDACTED], removed from my former property, remains in Nova Scotia Power's possession.
2. That the meter has been preserved and has not been altered, reset, disposed of, returned to service, or otherwise changed since Nova Scotia Power's initial test.
3. That the meter will remain available for an independent Measurement Canada examination.
4. The identifying information, seals, records and chain-of-custody information necessary to confirm that the meter presented for independent testing is the same meter removed

from my former property.

I will then proceed with the Measurement Canada request from Ontario.

I also respectfully ask that the record reflect that my appeal is not limited to the question of whether the meter passes a laboratory accuracy test.

A major part of my concern remains the billing and investigation process that occurred while I was actually living at the property.

During my occupancy, several bills were based on estimated consumption. Nova Scotia Power later confirmed that the July 2025 reading was manually estimated and, because it was manually generated, it was not included in the normal CIS “return estimated” reconciliation process that later reconciled the August and October estimates.

A very large reconciliation bill was subsequently issued after those earlier estimated bills.

These issues were not identified or fully explained to me while I was still occupying the property and had the ability to investigate what was happening inside the home.

Similarly, the meter was not physically removed and tested during the period when I was experiencing the disputed consumption. The testing occurred only later, after the dispute had escalated and around the time my service at the property ended.

There was also no contemporaneous investigation identifying what equipment, circuit, appliance, heating system or other load could reasonably account for the extraordinary consumption that was being attributed to the property.

I understand that a utility meter measures total consumption and may not identify individual appliances. However, that distinction is important: a laboratory finding that the meter is presently within prescribed accuracy limits does not, by itself, answer the separate questions regarding the estimated billing history, reconciliation process, or what caused the exceptionally high consumption that formed the basis of this dispute.

Now that I no longer own or occupy the property, I have also lost the practical opportunity to conduct the same type of on-site investigation that could have been performed while I was living there.

I respectfully ask that my relocation and employment obligations in Ontario not be interpreted as a lack of interest in pursuing this appeal. I have been attempting to participate in this process while working full-time and living in another province.

I will cooperate with the Measurement Canada process now that the procedure has been clarified.

I also respectfully request that the Board continue to consider the broader outstanding issues in Matter M12777, including:

- the use of estimated readings during my occupancy;
- the manually generated July 2025 estimate;
- the fact that the July estimate was not included in the December automated reconciliation;
- how and when that manual estimate was ultimately corrected;
- the unusually large subsequent reconciliation;
- and whether the billing record as a whole adequately establishes the amount Nova Scotia Power says is owing.

Thank you for ensuring that my position is accurately reflected in the record.

Sincerely,

Miguel Adam
Matter M12777
Account [REDACTED]