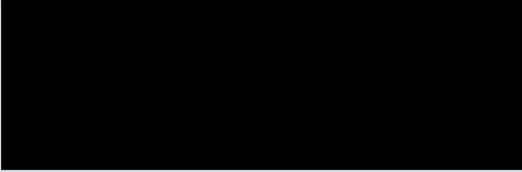


Nova Scotia Power
An Emera Company

PO Box 848
Halifax, NS B3J 2V7

Harley Kalbfleisch



April 8, 2026

Subject: Over Billing of Service Account  for September 11, 2025

Dear Sir or Madam,

Thank you for the credit protection you are providing. I also appreciate the report data that you have recently posted to my account. You have had a challenging time with the breach of your software.

To correct an overbilling in year 2025, instead of subtracting the previous estimates, on September 11, 2025, billing, you should charge the net used power. The result is a reduction in the year over year rate increase in cost per KWH of 129% to 105% and a correction of your billing for \$662.00.

Please refer to the enclosed data review of my account for more details.

I look forward to your feedback on my account.

Sincerely,

Harley Kalbfleisch

Nova Scotia Energy Board
E-mail: board@novascotis.ca

Box 1692, unit "M"
Halifax, NS B3J

Nova Scotia Data - Summary of Cost per KWH

Part 1

<u>Year</u>	<u>KWH</u>	<u>Cost</u>	<u>\$ / KWH</u>	<u>% Increase Yr/Yr</u>
2022	13,823	\$2,236	\$0.162	
2023	14,916	\$2,429	\$0.163	101%
2024	15,111	\$2,632	\$0.174	107%
2025*	15,822	\$3,553	\$0.225	129%

* Year 2025 adjusted for meter reading correction of prior two (2) estimates.

Part 2

Revised billing method

Instead of charging for Sept. KWH (4104) and then subtracting the two (2) previous estimates,

bill the net KWH used in Sept. (576)

This corrects the billing error.

Part 3

Correction to September billing

-\$662

Part 4

Revised cost per KWH

\$2,891 \$ 0.183 105%

Part 5

In addition: Comments

- > interest should apply to the period you have had the excess charge.
- > since you expect a 9% return, please use the interest calculation.
- > I did previously call your customer support and send you an e-mail.

Nova Scotia data grouped by year

Period End	Consumption	Days of Service	Dollar Amount	Rate/KWH
Jan 19, 2022	3038	62	\$487.64	\$0.16051
Mar 18, 2022	3527	60	\$571.90	\$0.16215
May 18, 2022	2681	63	\$434.72	\$0.16215
Jul 19, 2022	1559	60	\$252.79	\$0.16215
Sep 19, 2022	1577	62	\$255.71	\$0.16215
Nov 18, 2022	1441	62	\$233.66	\$0.16215
Year	13823	369	\$2,236.42	\$0.16179
Jan 19, 2023	3634	62	\$589.25	\$0.16215
Mar 20, 2023	4131	58	\$669.84	\$0.16215
May 17, 2023	2452	60	\$401.00	\$0.16354
Jul 19, 2023	1623	63	\$265.43	\$0.16354
Sep 19, 2023	1274	60	\$208.35	\$0.16354
Nov 20, 2023	1802	62	\$294.70	\$0.16354
Year	14916	365	\$2,428.57	\$0.16282
Jan 18, 2024	3315	61	\$552.52	\$0.16667
Mar 18, 2024	4260	58	\$747.50	\$0.17547
May 21, 2024	2808	63	\$494.81	\$0.17621
Jul 18, 2024	1646	61	\$291.39	\$0.17703
Sep 18, 2024	1383	62	\$244.83	\$0.17703
Nov 19, 2024	1699	60	\$300.77	\$0.17703
Year	15111	365	\$2,631.82	\$0.17417
Jan 21, 2025	3699	63	\$658.74	\$0.17809
Mar 18, 2025	4326	56	\$791.76	\$0.18302
May 16, 2025	1977	63	\$366.95	\$0.18561
Jul 18, 2025	1551	63	\$287.88	\$0.18561
Sep 17, 2025	4104	181	\$1,416.58	\$0.34517
Nov 18, 2025	3693	68	\$685.46	\$0.18561
Year 2025	19350	494	\$4,207.37	\$0.21744
<u>NS Power data Adjusted for Year 2025</u>				
Jan 21, 2025	3699	63	\$658.74	\$0.17809
Mar 18, 2025	4326	56	\$791.76	\$0.18302
May 16, 2025	1977	63	\$366.95	\$0.18561
Jul 18, 2025	1551	63	\$287.88	\$0.18561
Sep 17, 2025	576	55	\$761.75	\$1.32248
Nov 18, 2025	3693	68	\$685.46	\$0.18561
Year	15822	368	\$3,552.54	\$0.22453
<u>Period in question for Year 2025 (September 17, 2025 billing)</u>				
May 16, 2025	1977	63	\$366.95	\$0.18561
Jul 18, 2025	1551	63	\$287.88	\$0.18561
Sep 17, 2025	576	55	\$761.75	\$1.32248

Adjustment to September 17, 2025, Billing

<u>Date</u>	<u>KWH</u>	<u>Days</u>	<u>energy kwh</u>	<u>estimated/ meter read</u>
			\$0.18561	
<u>Billing method used by Nova scotia Power</u>				
May 16, 2025	1977	63	\$366.95	estimated
Jul 18, 2025	1551	63	\$287.88	estimated
Sep 17, 2025	4104	181	\$1,416.58	meter read
<u>Adjustment to billing based on net KWH used</u>				
Sep 17, 2025	576	55	\$761.75	meter read
<u>Revised billing based on net KWH</u>				
	576	55	\$106.91	\$
September billing less revised billing + tax			\$654.84	5.35
Total Adjustment (based on revised billing)				\$660

Note: Rounding differences (\$662 to \$660) due to methods of calculations.

<u>Comparison of Power use and billing.</u>	<u>KWH</u>		<u>Billing</u>
Year 2024	15,111		\$2,631.82
Year 2025	19,350		\$4,207.37
Increase year 2024 to year 2025	128%		160%