

From: European New Markets NS <[REDACTED]>
Sent: May 27, 2026 3:16 PM
To: Wallace, Lisa <Lisa.Wallace@novascotia.ca>
Cc: Nguyen, Anh <Anh.Nguyen@novascotia.ca>; Podolyako, Maryna <Maryna.Podolyako@novascotia.ca>
Subject: Re: M12826 - NSPI to NSEB European New Market DRO Appeal Response

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

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Hello,

Thank you for your follow-up.

To clarify, the explanation still references a “security breach,” but it doesn't address the actual reason for the dramatic increase in electrical usage and billing compared to our normal historical consumption.

Our average monthly usage and billing have consistently been significantly lower, and there has been no operational change on our side that would justify such a sudden spike. Referring to a “security breach” alone is not a sufficient explanation for the discrepancy.

At this point, the meter may need to be reinspected, tested, or replaced, or there may be another technical issue affecting the readings. We are simply looking for a clear, technical, and evidence-based explanation supported by actual consumption analysis.

Unfortunately, it feels like the response continues to hide behind the generic “security breach” explanation without properly addressing the core concern.

We would appreciate a more detailed investigation and response.

Thank you,
Genadi