

From: Jaspal Singh [REDACTED]

Sent: May 26, 2026 9:05 PM

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Subject: Re: M12829 - NSPI to NSEB Jaspal Singh DRO Appeal

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Good day,

I respectfully submit this reply in response to Nova Scotia Power's submission regarding my appeal.

While NS Power maintains that billing has been applied correctly, I submit that the matter before the Board is not solely whether internal procedures were followed, but whether the outcome is reasonable, fair, and consistent with the intent of customer protection under Board-approved regulations.

I respectfully raise the following concerns:

1. Unexplained and Excessive Consumption

NS Power attributes the charges to actual usage; however, the recorded consumption of approximately 13,836 kWh over a short winter billing period (averaging close to 247 kWh per day) is extraordinarily high for a residential dwelling. This level of usage is abnormal and has not been reasonably explained.

NS Power has not provided any technical or site-specific analysis demonstrating how such consumption could occur under normal residential conditions. A general reference to heating systems or lifestyle does not constitute sufficient evidence.

2. Failure to Investigate Root Cause

Although the meter has been tested and found within accuracy limits, this does not address the central issue — the cause of the excessive consumption.

No meaningful investigation was conducted into:

- * Possible electrical faults or inefficiencies within the premises
- * Potential abnormal load conditions
- * External or systemic factors that could contribute to inflated consumption

By relying solely on meter accuracy, NS Power has failed to fully investigate the legitimacy of the recorded usage.

3. Impact of Estimated Billing and System Disruptions

NS Power has acknowledged that earlier billing periods were estimated due to system limitations. The subsequent “true-up” resulted in a sudden and significant financial impact.

As a customer, I was not adequately informed that such a substantial adjustment would occur. This lack of transparency prevented me from taking corrective action in a timely manner and resulted in an unexpected and unmanageable financial burden.

4. New Customer Disadvantage and Lack of Disclosure

I established service at the property on December 10, 2025, with no prior knowledge of historical consumption patterns. NS Power has referenced historical usage levels; however, this information was not disclosed to me at the time of service initiation.

Without this knowledge, I was not in a position to anticipate or mitigate unusually high consumption.

5. Reasonableness and Fairness

Even if it is accepted that the billing process followed internal procedures, the resulting charges are disproportionate and raise serious concerns regarding fairness and reasonableness.

The Board’s role extends beyond procedural validation and includes ensuring that outcomes

are just and equitable for customers. In this case, the magnitude of the charges, combined with the circumstances outlined above, warrants intervention.

6. Burden of Proof

NS Power has asserted that the consumption is accurate; however, the burden should not rest solely on the customer to disprove such an extraordinary level of usage. It is reasonable to expect the utility to demonstrate, with clear and convincing evidence, how such consumption occurred.

In the absence of such evidence, it is submitted that the charges remain questionable.

Request for Relief

In light of the above, I respectfully request that the Board:

- * Require a more thorough and independent investigation into the cause of the excessive consumption
- * Reassess the disputed charges in light of fairness and reasonableness
- * Consider an adjustment or relief to the billed amount
- * Ensure that customer protection principles are meaningfully applied in this case

I appreciate the Board's time and careful consideration of this matter. I respectfully request a fair and balanced resolution.

Sincerely,
Jaspal Singh

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