

From: Lora [REDACTED]
Sent: Wednesday, May 20, 2026 1:51 PM
To: Carley Freeman <Carley.Freeman@nspower.ca>
Cc: Sofia Reiner <Sofia.Reiner@nspower.ca>; Forsey, Lisa <Lisa.Forsey@nspower.ca>; Murray, Kathleen <Kathleen.Murray@nspower.ca>; Ross, Jennifer <Jennifer.Ross@nspower.ca>
Subject: Re: M12846 - NSPI to NSEB Lora Trachsel DRO Appeal

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Dear Ms. Wallace,

Thank you for providing NS Power's response regarding my appeal of the DRO decision. After reviewing the submission, I remain concerned that the investigation focused primarily on defending meter accuracy and reconciling limited billing periods, rather than conducting a comprehensive independent review of the integrity of the entire account history.

NS Power's response acknowledges several significant issues, including:

- disruption caused by the cyber incident,
- reliance on estimated billing,
- an administrative error following the meter replacement,
- delayed billing,
- and subsequent account adjustments and credits.

While NS Power states that reconciliations were completed, I do not believe the response sufficiently addresses my repeated requests for:

- a full historical audit of all affected billing periods,
- clarification of which readings were estimated versus actual,
- verification of billing continuity surrounding the meter exchange,
- and independent confirmation that all discrepancies were properly investigated.

I remain concerned that corrections and adjustments only occurred after I identified discrepancies and submitted my own meter readings and documentation.

I also note that during the complaint process, the matter was not initially considered fully resolved, and adjustments to the account continued while the investigation was ongoing. This raises concern regarding whether the Final Written Decision was issued before all issues had been comprehensively reviewed.

At this time, I respectfully request that the Board consider:

- whether the investigation adequately addressed the integrity of the complete billing history,
- whether all affected billing periods were independently reviewed,
- and whether additional review or audit of the account is warranted given the acknowledged system and administrative failures.

Thank you for your consideration.

Sincerely,

Lora Trachsel

Thank you
Lora