

From: Brad Neville via TitanFile <notifications@nsuarb.titanfile.com>

Sent: June 9, 2026 8:46 AM

To: Energy and Regulatory Boards Tribunal <Board@novascotia.ca>

Subject: Secure Submit from: Brad neville

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

Exercice caution when opening attachments or clicking on links / Faites preuve de prudence si vous ouvrez une pièce jointe ou cliquez sur un lien

Brad neville

sent you a message

This submission contains confidential information

Date: June 1, 2026

To: Lisa Wallace, Chief Clerk, Nova Scotia Energy Board

From: Brad Neville

Matter No.: M12857

Property Address: [REDACTED]

Subject: Rebuttal to Nova Scotia Power's Submission (Exhibit N-4) Regarding Dispute Resolution Appeal

Dear Ms. Wallace and Members of the Board,

Please accept this correspondence as my formal response to Nova Scotia Power's (NS Power) submission dated June 1, 2026 (Exhibit N-4).

The utility's position relies entirely on a rigid, administrative defense: they claim that because their internal, self-regulated test of meter [REDACTED] passed, and because they "deliver to the meter," any subsequent consumption is automatically the customer's liability. They justify the sudden, massive 16,377 kWh billing spike (\$2,978.48) by labeling it a cumulative "catch-up/reconciliation" bill for under-estimated consumption during the prior fall and winter months, stemming from their July 2025 cyber incident.

I reject this assertion entirely. A utility meter cannot be treated as infallible when the consumption data it generates directly violates the historical, verifiable operating data of the home. Attached to this response, I have provided my official Lennox Performance Reports (referenced as image.png through image_6.png), which independently log the exact runtime of my heating infrastructure. This data completely dismantles NS Power's "winter underestimation catch-up" narrative.

1. The Flaw in the "Winter Catch-Up" Narrative

NS Power claims that because they relied on estimated readings from the fall of 2025 until March 2, 2026, the 16,377 kWh spike simply represents actual energy consumed by my home that went unbilled during the peak winter months.

For this "catch-up" theory to be true, my home's heating energy consumption would have had to experience a massive, unprecedented spike leading into March. However, my independent Lennox HVAC logs show the exact opposite. My heating system's runtime peaked in December and January, and actually decreased significantly by the time NS Power took their actual reading on March 2, 2026:

1.

October 2025 (image_2.png): 25 hours (Heat Pump + Electric Heat) | 39 hours (Heat Pump)

November 2025 (image_1.png): 214 hours (Heat Pump + Electric Heat) | 269 hours (Heat Pump)

December 2025 (image_5.png): 205 hours (Heat Pump + Electric Heat) | 183 hours (Heat Pump)

January 2026 (image_4.png): 226 hours (Heat Pump + Electric Heat) | 200 hours (Heat Pump)

February 2026 (image.png): Decreased to 163 hours (Heat Pump + Electric Heat) | 165 hours (Heat Pump)

March 2026 (image_3.png): 223 hours (Heat Pump + Electric Heat) | 5 hours (Electric Heat Only) | 118 hours (Heat Pump)

As proven by image.png, my total system runtime dropped from 556 hours in January to 468 hours in February. Furthermore, my Electric Heat Demand dropped from a winter high of 30% down to 24% in February.

If NS Power's March 2nd reading was a "reconciliation" for an unmetered surge in winter power usage, it is mathematically impossible for that surge to occur during a multi-month period where the home's primary energy-consuming asset was scaling down its runtime and electrical demand.

2. The Total Impossibility of a 300 kWh Daily Draw

NS Power's unmetered gap culminated in a bill claiming an average consumption of nearly 300 kWh per day leading up to March 2, 2026.

As established by my certified electrical inspection, there are no ground faults, pool heaters, or industrial appliances on my property capable of generating a secondary load. The heat pump system is the sole primary draw. Even during my highest usage month (January, image_4.png), the auxiliary electric heat strips only engaged for 226 hours out of a 744-hour month—meaning they sat entirely idle for 518 hours.

There is no physical or mathematical justification for how a home running a standard, seasonal residential heating profile could silently absorb an extra 16,377 kWh over this timeline. The energy simply had nowhere to go.

3. Total Elimination of On-Premise Faults

In Exhibit N-4, NS Power attempts to deflect blame by suggesting that the high consumption could be caused by "equipment or conditions on the customer's side of the meter," citing potential ground faults or wiring issues.

To eliminate this variable, I retained a licensed, certified electrician to perform a comprehensive, top-to-bottom inspection of my electrical system, including my 200-amp service panel.

The certified inspection confirmed zero phantom draws, zero equipment malfunctions, and zero ground faults on my side of the panel.

The property's infrastructure is operating perfectly. There is no physical pathway or faulty equipment inside my home capable of silently bleeding away 16,377 kWh of energy without tripping breakers or causing catastrophic heat damage.

3. Rejection of Internal Utility Testing & Demand for Federal Oversight

NS Power relies heavily on an internal test conducted at their own facility on April 10, 2026, to declare the meter accurate. I do not accept the validity of an internal, utility-run test as a final resolution when a blatant, multi-thousand-dollar data anomaly remains completely unexplained.

NS Power notes in their submission that customers have a right to an independent dispute test by Measurement Canada. Because NS Power maintains a "not our problem after the meter" stance, I am formally requesting that the Board order the meter be turned over to a federal, independent Measurement Canada inspector for comprehensive diagnostic testing.

Conclusion & Requests for Relief

NS Power's argument boils down to a refusal to acknowledge that digital metering systems can suffer data packet loss, corruption, or calculation errors during a manual reconciliation process following a major cyber disruption. They expect the consumer to pay for "phantom" power that my independent, data-logged property infrastructure proves was never consumed.

Therefore, I respectfully request that the Nova Scotia Energy Board:

1 Maintain a formal stay on the disputed balance of \$3,856.02 to prevent NS Power from enacting any collection actions, late fees, or service disconnections while this matter is under formal review.

2 Order an independent federal evaluation of the meter via Measurement Canada.

3 Overturn the Dispute Resolution Officer's decision of May 7, 2026, and order NS Power to adjust my billing to reflect my historical, verified average baseline consumption for this property.

Thank you for your time, attention, and oversight in this matter.

Sincerely,

Brad Neville

[REDACTED]

[REDACTED]