

Penney, Nicole

To: Energy and Regulatory Boards Tribunal
Subject: RE: Secure Submit from: Douglas Fulljames

From: Douglas Fulljames via TitanFile <notifications@nsuarb.titanfile.com>

Sent: July 14, 2026 1:09 PM

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

Subject: Secure Submit from: Douglas Fulljames

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Douglas Fulljames
sent you a message

This submission contains confidential information

Dear Ms. Wallace,

Re: M12915 - NSPI to NSEB Fulljames DRO Appeal Response

Thank you for the opportunity to respond to NS Power's July 14 submission.

We accept NS Power's meter test results and do not dispute that meter # [REDACTED] was found to be operating within prescribed accuracy limits. We also understand and accept the cumulative, self-reconciling nature of meter readings as explained by both NS Power and the DRO.

Our concern is narrower than a claim of meter malfunction. It is this: the consumption reflected in this bill — 10,811 kWh over 240 days, or approximately 45 kWh/day — is well outside the range this property has shown in any prior comparable winter season, including years where both the opening and closing readings were confirmed actual reads rather than estimates. By way of comparison, the property's actual-to-actual winter usage in 2023–24 was approximately 8.7 kWh/day, and in 2022–23 approximately 24.1 kWh/day — itself a figure with no recorded explanation, but still roughly half the usage reflected in the disputed bill.

1. Given that the opening reading for this billing period (September 2025) was an estimate rather than an actual read, and that this estimate was generated during the period NS Power has acknowledged its meter-reading systems were disrupted by the 2025 cyber incident, can NS Power confirm what method was used to generate that specific estimate, and whether the property's own multi-year usage history was a factor in setting it?
2. Independent of the estimate, does NS Power have any record of anomalies, load spikes, or irregular readings associated with meter [REDACTED] or account [REDACTED] during the disputed period that might assist in understanding this specific increase?

We are not asking the Board to overturn the DRO's finding on meter accuracy. We are asking the Board to consider whether the billing period in question — bookended by a system-disrupted estimate on one end and an unusually large actual reconciliation on the other — warrants a closer look at how the opening estimate was derived, given how far outside this property's own established pattern the resulting bill falls.

Sincerely,
Douglas Fulljames and Karen Ward

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