



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
Any questions? Please call us at 1-800-428-6230
Weekdays 8am-6pm
www.nspower.ca

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Web Access #

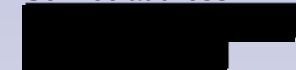


*Rates changed
May 1, 2026
visit nspower.ca/rates*

Account Number [REDACTED] Amount due Jun 25 **\$984.22**

PAUL D MEADE
Service address

Domestic
Service from Mar 24 to May 22, 2026



Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2556228	03B	14	16.04	.00	60	962
2517219		45	659.00	594.27	60	3884

Your meter was read on May 22, 2026

Billing date May 26 Includes payments received by May 26

Amount owing from last bill **4,222.15**
Payment received Apr 28 - Thank you -4,222.15
Balance owing after last payment **\$.00**

Energy charges:

Base Charge \$19.17/month 24.04
Base Charge \$20.08/month 14.98
Energy @ \$0.18187/kWh 552.70
Energy @ \$0.19128/kWh 345.64
Total energy charges 937.36

Other charges

Tax: HST (11931 4938 RT) 131.23
Provincial Rebate -84.37
Total other charges 46.86

Total amount due \$984.22

Amount due Jun 25, 2026 \$984.22

IMPORTANT: We are not applying late fees or penalties on outstanding balances. Learn more nspower.ca/billing

Your average cost of electricity during this period was \$15.89 per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
May 26	4846	59	82.1
Mar 26	21376	152	140.6
Nov 25	1570	33	47.6
Sep 25	4617	178	25.9
Jul 25	4238	62	68.4
May 25	4589	64	71.7
Mar 25	10429	59	176.8



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Account Number [REDACTED] Amount due Jun 25 **\$984.22**

Enter payment amount



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Web Access #

[REDACTED]

Billing process
update:
nspower.ca/billing

Account Number [REDACTED] Automatic Payment Apr 27 \$4,222.15

PAUL D MEADE
Service address

Domestic
Service from Oct 23 to Mar 24, 2026

[REDACTED]

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2517219	03B	152	594.27	238.00	60	21376

Your meter was read on Mar 24, 2026

Billing date Mar 27 Includes payments received by Mar 27

Amount owing from last bill .00
Balance owing after last payment \$.00

Energy charges:

Base Charge \$19.17/month	44.09	
Base Charge \$19.17/month	53.04	
Energy @ \$0.18561/kWh	1,801.16	
Energy @ \$0.18187/kWh	2,122.79	
Total energy charges	4,021.08	

Other charges

Tax: HST (11931 4938 RT)	562.96	
Provincial Rebate	-361.89	
Total other charges	201.07	

Total amount due \$4,222.15

Amount due Apr 27, 2026 \$4,222.15

PaySmart Plan : Automatic Payment. Please do not pay.

IMPORTANT: We are not applying late fees or penalties on outstanding balances. Learn more nspower.ca/billing

Your average cost of
electricity during this
period was \$26.45
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Mar 26	21376	152	140.6
Nov 25	1570	33	47.6
Sep 25	4617	178	25.9
Jul 25	4238	62	68.4
May 25	4589	64	71.7
Mar 25	10429	59	176.8
Jan 25	7903	63	125.4



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Account Number [REDACTED] Automatic Payment Apr 27 \$4,222.15

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Billing process
update:
nspower.ca/billing

Account Number [REDACTED] Automatic Payment Dec 29 \$328.12

PAUL D MEADE
Service address

Domestic
Service from Sep 18 to Oct 21, 2025



Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2338023	03B	33	114583.00	113013.00	1	1570

Your meter was read on Oct 21, 2025

Billing date Nov 25 Includes payments received by Nov 25

Amount owing from last bill 785.71
Payment received Oct 27 - Thank you -785.71
Balance owing after last payment \$.00

Energy charges:

Base Charge \$19.17/month 21.09
Energy 1570 kWh x \$0.18561 291.41
Total energy charges 312.50

Other charges

Tax: HST (11931 4938 RT) 43.75
Provincial Rebate -28.13
Total other charges 15.62

Total amount due \$328.12

Amount due Dec 29, 2025 \$328.12

PaySmart Plan : Automatic Payment. Please do not pay.

Interest on overdue amounts is calculated at 1.5 % per month
or part thereof (19.56%) per annum).

Your average cost of
electricity during this
period was \$9.47
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Nov 25	1570	33	47.6
Sep 25	4617	178	25.9
Jul 25	4238	62	68.4
May 25	4589	64	71.7
Mar 25	10429	59	176.8
Jan 25	7903	63	125.4
Nov 24	4051	63	64.3



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Account Number [REDACTED] Automatic Payment Dec 29 \$328.12

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[REDACTED]

Billing process
update:
nspower.ca/billing

Account Number [REDACTED] Automatic Payment Oct 24 \$785.71

PAUL D MEADE
Service address

Domestic
Service from Mar 24 to Sep 18, 2025

[REDACTED]

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2338023	03B	178	113013.00	99569.01	1	13444
2338023	03B	126	108396.01	99569.01	1	8827-

Your meter was read on Sep 18, 2025

Billing date Sep 24 Includes payments received by Sep 24

Amount owing from last bill 866.20
Payment received Aug 28 - Thank you -866.20
Balance owing after last payment \$.00

Energy charges:

Base Charge \$19.17/month 115.02
Energy 13444 kWh x \$0.18561 2,495.34
Energy 8827 kWh -1,715.06
Total energy charges 895.30

Other charges

Tax: HST (11931 4938 RT) 125.34
Provincial Rebate -234.93
Total other charges -109.59

Total amount due \$785.71

Amount due Oct 24, 2025 \$785.71

PaySmart Plan : Automatic Payment. Please do not pay.

Interest on overdue amounts is calculated at 1.5 % per month
or part thereof (19.56%) per annum).

Your average cost of
electricity during this
period was \$5.03
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Sep 25	4617	178	25.9
Jul 25	4238	62	68.4
May 25	4589	64	71.7
Mar 25	10429	59	176.8
Jan 25	7903	63	125.4
Nov 24	4051	63	64.3
Sep 24	3879	58	66.9



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Account Number [REDACTED] Automatic Payment Oct 24 \$785.71

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Billing process
update:
nspower.ca/billing

Account Number [REDACTED] Automatic Payment Aug 27 \$866.20

PAUL D MEADE
Service address

Domestic
Service from May 27 to Jul 28, 2025

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2338023	03B	62	108396.01	104158.01	1	4238

Your bill was estimated for this period

Billing date Jul 28 Includes payments received by Jul 28

Amount owing from last bill 934.60
Payment received Jul 22 - Thank you -934.60
Balance owing after last payment \$.00

Energy charges:

Base Charge \$19.17/month 38.34
Energy 4238 kWh x \$0.18561 786.62
Total energy charges 824.96

Other charges

Tax: HST (11931 4938 RT) 115.49
Provincial Rebate -74.25
Total other charges 41.24

Total amount due \$866.20

Amount due Aug 27, 2025 \$866.20

PaySmart Plan : Automatic Payment. Please do not pay.

Interest on overdue amounts is calculated at 1.5 % per month
or part thereof (19.56%) per annum).

Your average cost of
electricity during this
period was \$13.31
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Jul 25	4238	62	68.4
May 25	4589	64	71.7
Mar 25	10429	59	176.8
Jan 25	7903	63	125.4
Nov 24	4051	63	64.3
Sep 24	3879	58	66.9
Jul 24	4256	61	69.8



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Account Number [REDACTED] Automatic Payment Aug 27 \$866.20

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[REDACTED]

Cyber incident
update:
visit nspower.ca

Account Number [REDACTED] Automatic Payment Jul 21 \$934.60

PAUL D MEADE
Service address

Domestic
Service from Mar 24 to May 27, 2025

[REDACTED]

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
2338023	03B	64	104158.01	99569.01	1	4589

Your bill was estimated for this period

Billing date May 27 Includes payments received by May 27

Amount owing from last bill 2,051.97
Payment received Apr 28 - Thank you -2,051.97
Balance owing after last payment \$.00

Energy charges:

Base Charge \$19.17/month 38.34
Energy 4589 kWh x \$0.18561 851.76
Total energy charges 890.10

Other charges

Tax: HST (11931 4938 RT) 124.61
Provincial Rebate -80.11
Total other charges 44.50

Total amount due \$934.60

Amount due Jul 21, 2025 \$934.60

PaySmart Plan : Automatic Payment. Please do not pay.

Interest on overdue amounts is calculated at 1.5 % per month
or part thereof (19.56%) per annum).

Your average cost of
electricity during this
period was \$13.91
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
May 25	4589	64	71.7
Mar 25	10429	59	176.8
Jan 25	7903	63	125.4
Nov 24	4051	63	64.3
Sep 24	3879	58	66.9
Jul 24	4256	61	69.8
May 24	4988	64	77.9



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Account Number [REDACTED] Automatic Payment Jul 21 \$934.60

[REDACTED]

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[REDACTED]

Dear Teri,

I would like to request an independent review of my meter from Measurement Canada.

I would like to I requested the following tests to be done and information be provided to me:

1. The installation read was correct
2. The remote read was accurate
3. The multiplier was properly applied
4. The meter was configured correctly at installation
5. Additional information would be helpful:
 1. The CT ratio and CT model
 2. The meter's configuration sheet
 3. The commissioning report from the installation
 4. The installation read verification
 5. The remote read verification
 6. The meter's "as found" test results.

Technical Documentation Requested

- **CT model number, ratio, and installation report**
- **Meter configuration sheet**, including multiplier settings
- **Commissioning test results** from the 400A upgrade
- **Installation read verification** (who took it, how, and how it was entered)
- **Remote read verification**, including communication logs
- **CT burden test results**
- **CT polarity/orientation verification**
- **Meter shop calibration certificate**
- **Any internal notes** regarding the meter swap or billing system error
- **Evidence that the multiplier was validated after installation**

In addition,

I would like responses to the following issues:

1. Billing Inconsistencies: The bill in question states that the new upgrade meter was installed in October, 2025, and due to an error by NSP, as indicated in your letter, I was not billed until March, 2026. Thus, on March 26 I was billed for 152 days. However, I was billed in November 2025 for 33 days and I paid \$328.12. So the 152 days is incorrect, and I was billed from the date of the instillation of the new meter to November 25. Similarly, on September 25, 2025, I was billed for 178 days and I paid \$785.71. If you count backwards from September 25, 2025, you get March 31, 2025. Yet, I was billed on May 25th and paid \$934.60, and I was yet again billed on July 25, 2025 and paid \$866.20. Once again, the dates simply don't add up.

2. Autopayment: I stated multiple times that I went online to the NSP website and turned off my autopayment (confirming it on multiple occasions by checking my dashboard). NSP claims because the bill had been sent out a couple of days prior to me turning off autopayment, that the bill must be paid before autopayment can be turned off. Yet they provide absolutely no evidence of this policy or regulations. As a customer, I have the right to choose when I turn on or off autopayment. In a response from NSP, they admitted to not turning it off until they extracted the payment, then turning it off 2 hours after taking this payment. If I turned autopayment off in late March (based on my and my wife's observations on the dashboard), then who turned it back on? Since we already know they went in two hours after taking the payment and turned it off, is it conceivable that someone at NSP turned autopayment back on, took the payment from my bank account, and then turned autopayment off again? And nowhere in the attachments you included in the letter does it state that a customer may not turn off autopayment until money from a bill has been paid. I see no evidence of a regulation stating customers can only turn off autopayment AFTER a bill has been paid.

3. Implausible Energy Usage: Based on NSP billings, my average kWh/day from March 25 to November 25, 2025 (8 months) was an average of 53 kWh/day, then from November 25, 2025 to March 26, 2026 it jumps to 140.6 kWh/day (that is almost a 300% increase in energy usage). And this is **after** installing a new efficient heat pump, replacing all windows in the house, and insulating my basement. In addition, I had an EnerGuide test done on my house prior to my renovations and one afterwards. In June, 2025 my annual energy consumption was 38,145 kWh/year (an average of 3,178 kWh/month). After the renovations, the February 2026 EnerGuide report indicated my annual energy usage went DOWN to 30,997 kWh/year (an average of 2,583 kWh/month). This would suggest the cost of energy from NSP should be between \$500 and \$600 a month. If you were to take their billing of 152 days and multiply it by an average of \$550/month it would come to \$2,805, not \$4,222.15. And since I paid a bill in November, it is 152 days - 33 days (for the November bill), which is now 119 days. And 119 days at \$550/month, would be \$2,182. So how does one possibly get \$4,222.15. It is mathematically not plausible.

4. Multiplier: I have repeatedly asked how NSP calculated a multiplier of 60 for my meter. I technically understand the need for a multiplier when upgrading to a 400 am system, but I would like an explanation for the multiplier of 60.

Thank you,
Paul

PAUL MEADE
