

Kevin Scott Lepage & Ann Leslie-Thorne

June 29, 2026

Nova Scotia Energy Board

Suite 300, 1601 Lower Water St.
PO Box 1692, Unit M
Halifax, NS B3J 2S3
board@novascotia.ca

RE: Appeal of DRO Final Written Decision — Account ██████████ — NS Power Billing Dispute — NEW EVIDENCE OF METER MALFUNCTION

To the Nova Scotia Energy Board,

We write to appeal the Final Written Decision issued by Dispute Resolution Officer Don Farmer, P.Eng., dated June 24, 2026, regarding our billing dispute with Nova Scotia Power at ██████████

Since filing our initial appeal, we have obtained significant new evidence strongly suggesting that meter #2047502 has been physically overcounting energy consumption — potentially since 2021. This evidence fundamentally changes the nature of this dispute from a billing estimation complaint to a meter accuracy concern with potentially seven years of overcharging implications. We respectfully submit that this new evidence warrants urgent review by the Board.

PART 1 — NEW EVIDENCE: METER COMPARISON REPORT

Finding 1: Identical Neighbouring Meter Reads 3x Lower

On June 29, 2026, we personally photographed both our meter (#2047502) and the immediately neighbouring meter (#2047503). Both meters are completely identical in every specification:

Specification	YOUR Meter #2047502	NEIGHBOUR Meter #2047503
Make / Model	Itron Centron OpenWay Riva	Itron Centron OpenWay Riva
Firmware	FW1: 164	FW1: 164
Manufacture Date	August 2019	August 2019
Serial Numbers	2047502	2047503 (consecutive)
Multiplier	MULT X 1	MULT X 1

Cumulative kWh (d1 screen)	151,066 kWh	~49,565 kWh
Demand (d2 screen)	330.44 kW	84.96 kW
RATIO	151,066 / 49,565 = 3.05x HIGHER	

Finding 2: The Neighbouring Household Has MORE Occupants and Higher Usage

Critically, the neighbouring property whose meter reads three times LOWER than ours has significantly greater energy demand than our household:

- Two couples living in the home — more occupants than our household
- A basement apartment also served by the same meter
- Central air conditioning — operational
- Residents home daily — continuous usage

Despite all of these higher-usage factors, their identical meter reads approximately 49,565 kWh cumulative versus our 151,066 kWh. There is no lifestyle or occupancy explanation for a 3:1 ratio when the neighbouring household has MORE people, MORE appliances, and MORE continuous usage than ours.

Finding 3: Current Daily Usage Rate is Double the Canadian Average

As of June 29, 2026, our meter shows the following:

- Last bill read (June 11, 2026): 144,867.64 kWh
- Current meter reading (June 29, 2026): 146,395 kWh
- Usage over 18 days: 1,527 kWh
- Daily rate: approximately 84 kWh per day

The Canadian average for a residential home is 30-40 kWh per day. Our meter is currently recording more than double the national average for a standard household — with no electric vehicle charging in progress at the time of reading.

PART 2 — COMPLETE BILLING HISTORY REVEALS METER ANOMALY BEGAN IN 2021

We have compiled our complete billing history from the date of first service in August 2019 to present. This history reveals a dramatic and unexplained increase in recorded usage beginning in 2021 — before any changes were made to our household energy consumption:

Year	Total kWh	Avg kWh/Day	EV in House?	Notes
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2019 (Aug–Dec)	3,564	~20	No	Normal — meter brand new
2020	17,441	~24	No	Normal — typical residential usage
2021	17,376	~48	No	Usage doubles — nothing changed in house
2022	17,666	~48	No	Stays high — still no EV
2023	15,909	~44	No	Stays high — still no EV
2024	19,247	~53	YES — first EV	First EV acquired — some increase expected
2025	18,700	~84	ONE EV only	AC broken May 16–Sep 12 — should be LOWEST year. Instead highest ever.

KEY FINDING: Our energy usage approximately **DOUBLED** between 2020 and 2021 with no change in household occupancy, no new appliances, and no electric vehicle. We did not acquire our first EV until 2024. The meter anomaly predates both the EV purchase and the 2025 cyberattack by approximately four years.

PART 3 — THE 2025 CYBERATTACK PERIOD COMPOUNDS THE METER ISSUE

In addition to the underlying meter accuracy concern, the NS Power cyberattack of March 19, 2025 introduced estimated billing which further distorted our account during the period when usage should have been at its lowest:

Factor	2023 (Normal Year)	2024 (Normal Year)	2025 (Should Be Lower)
Electric Vehicles	None	2 EVs	1 EV only
Air Conditioning	Working	Working	BROKEN May 16 – Sep 12
Spring kWh (Apr bill)	4,892 kWh	6,271 kWh	6,929 kWh (+10.5%)
Summer kWh (Jun bill)	2,713 kWh	3,842 kWh	3,973 kWh (+3.4%)

This is not an undocumented claim. Our central air conditioning unit failed on May 16, 2025, when it began making a buzzing noise and stopped spinning, and a contemporaneous text message exchange that day with a friend attempting to diagnose the issue confirms the unit was non-functional from that date forward (“No go bro. Not even buzzing anymore nothing happening.”). Over the following months we obtained multiple professional quotes to repair or replace the unit, including from MacDow Mechanical Ltd. and Quinn Electric & Energy. The compressor was ultimately replaced by MacDow Mechanical Ltd. on September 12, 2025, confirmed by email correspondence that date regarding the technician's arrival and the \$2,500 cost of the repair. The unit was therefore non-functional for

approximately four months, spanning the entirety of the April, June, and August 2025 billing periods reflected in the table above.

During the same period, NS Power has publicly acknowledged that its post-cyberattack estimation methodology was in some cases using winter usage patterns to estimate summer bills, producing structurally inflated estimated bills for tens of thousands of customers.

PART 4 — A SECOND DISCREPANCY: DIFFERENT RATE CODE THAN NEIGHBOURING METER

In the course of comparing our meter to the neighbouring meter referenced in Part 1, we also noted that the two accounts are billed under different rate codes, despite serving two residential properties on the same street with the same meter type, installed on the same date:

Specification	Our Account	Neighbouring Account
Rate Code	03B	02B
Multiplier	1	1 (identical)
Lower Tier Energy Rate	\$0.18561/kWh	\$0.18561/kWh (same)
Upper Tier Energy Rate	\$0.19128/kWh	\$0.18187/kWh

The upper tier energy rate on our account is approximately \$0.00941/kWh higher than the rate applied to the neighbouring account, despite both meters having an identical multiplier and otherwise identical specifications. On our most recent bill alone (8,451 kWh), this rate difference would account for approximately \$79.60 in additional charges beyond what an identical household on the neighbouring rate code would have paid for the same usage.

Nova Scotia Power's published rate code system classifies residential accounts under codes 02, 03, and 04 as "Domestic Service" — described as the standard year-round flat rate applicable to private residences. Both our account (03B) and the neighbouring account (02B) fall within this same standard residential Domestic Service category. Neither account is on a Time-of-Day, Critical Peak Pricing, or solar/net metering code, which are the only published categories that would explain a different rate structure between two residential customers.

This raises an inconsistency that we are unable to resolve on our own: if Domestic Service is a single flat rate, as published, two residential accounts under that same classification should not carry two different upper-tier energy rates. Yet our account is charged \$0.19128/kWh while the neighbouring account is charged \$0.18187/kWh for the same tier of consumption. Given that both meters are otherwise identical in every specification, we are unable to identify a published basis for this difference. We are not in a position to determine why it exists, and we do not allege any improper conduct in this regard. However, we respectfully request that the Board direct NS Power to explain:

- What distinguishes rate code 03B from rate code 02B within the standard Domestic Service classification, given that neither account is on a Time-of-Day, Critical Peak Pricing, or solar/net metering plan;

- Why two residential properties on the same street, served by identical meters installed on the same date, are billed under different Domestic Service rate codes;
- Whether our account has been correctly assigned to rate code 03B, or whether it should reflect the lower rate code and corresponding lower upper-tier rate; and
- What the cumulative financial impact of this rate code difference has been on our account since the meter was installed in 2019.

We raise this matter not as our primary ground of appeal, but as an additional discrepancy that came to light during our investigation of the meter accuracy issue, and which we believe warrants explanation alongside the other matters raised in this appeal.

PART 5 — CANADIAN PRECEDENT FOR SMART METER MALFUNCTION

Smart meter malfunction resulting in overbilling is a documented and acknowledged problem across Canada:

- Ontario's Ombudsman received over 10,000 direct complaints about smart meter billing, acknowledging upwards of 84,000 Hydro One ratepayers experiencing billing problems
- Hydro One's own Vice President admitted billing problems were a result of 'smart meter technology equipment failure'
- Ontario ultimately pulled the plug on 36,000 rural smart meters after admitting they did not work
- BC Hydro announced plans to remove 88,000 meters suspected of failure
- Saskatchewan ordered removal of 105,000 smart meters following fires

Our meter is an Itron Centron OpenWay Riva — the same category of smart meter technology involved in these national complaints. The 3:1 discrepancy between our meter and the identical neighbouring meter is consistent with the overcounting pattern documented in these national cases.

PART 6 — WHY THE DRO'S DECISION CANNOT STAND

The DRO's Final Written Decision concluded that NS Power appropriately billed our account based on the self-reconciling nature of cumulative meters. We respectfully submit this decision is fundamentally flawed for the following reasons:

1. The self-reconciliation argument assumes the meter itself is accurate. If the physical meter is overcounting — as the 3:1 comparison with the identical neighbouring meter suggests — then every reading, estimated or actual, is wrong. Self-reconciliation of inaccurate readings produces inaccurate results.
2. The DRO did not have the benefit of the meter comparison report, which was obtained after his decision was issued. This constitutes new evidence material to the outcome.
3. The DRO did not consider that our usage doubled in 2021 with no new appliances, no EV, and no household changes — predating both the EV purchase (2024) and the cyberattack (2025) by four years.

4. The DRO did not address that \$4,750.00 in payments were made against potentially inflated bills during the disputed period. Self-reconciliation corrects future billing — it does not refund past overpayments.
5. The DRO's suggestion to consult Efficiency NS about on-premise consumption deflects responsibility for meter accuracy away from NS Power — where it belongs under Board Regulation 5.1.
6. There is an unresolved inconsistency between NS Power's own account of which bills were actual versus estimated, and the DRO's Final Written Decision. NS Power's Customer Relations email of June 23, 2026 to the DRO states that “the customer's meter reads for June, August and December 2025 were estimated” and that “the October 2025 and the February 2026 meter reads were true reads, and the bills were the reconciliation bills.” The DRO's Final Written Decision, issued the same day, instead describes “your April and Oct 2025 and Feb 2026 bills” as based on actual meter readings, and does not reference the December 2025 bill as estimated. We are unable to reconcile these two accounts of our own billing history, and respectfully submit that a decision relying on disputed facts about which readings were actual versus estimated should not stand without this discrepancy being resolved.

PART 7 — WHAT WE ARE REQUESTING FROM THE BOARD

7. An urgent review of the DRO Final Written Decision in light of the new meter comparison evidence obtained June 29, 2026.
8. An independent meter accuracy test of meter #2047502 by Measurement Canada — not by NS Power's own accredited shop — given the potential conflict of interest in NS Power testing its own meter in a billing dispute.
9. That the Board also examine neighbouring meter #2047503 to determine whether it is undercounting, overcounting, or reading accurately — as both outcomes are informative.
10. Clarification from NS Power as to which specific billing periods in 2025–2026 were based on actual meter readings versus estimated readings, given the inconsistency between NS Power's June 23, 2026 email to the DRO and the DRO's Final Written Decision issued the same day.
11. An order requiring NS Power to disclose all meter read and estimation records for account [REDACTED] August 2019 to present.
12. An order requiring NS Power to recalculate all bills since 2021 if the meter is found to be overcounting — not just the 2025 estimated billing period.
13. A determination on whether \$4,750.00 in payments made against potentially inflated bills during the disputed period should be credited or refunded.
14. Confirmation that no interest, late fees, or disconnection action will be taken pending the outcome of this appeal and the meter accuracy test.
15. That the results of the meter accuracy test already ordered by the DRO be provided to the Board and considered as part of this appeal.
16. An explanation from NS Power as to why our account (rate code 03B) and the neighbouring account referenced in Part 4 (rate code 02B) — both classified under standard residential Domestic Service — carry different upper-tier energy rates, and the cumulative financial impact of that difference since 2019.

DOCUMENTS ATTACHED TO THIS APPEAL

17. Meter Comparison Report — photographs and readings of meter #2047502 and neighbouring meter #2047503, June 29, 2026
18. DRO Final Written Decision and Subsequent Correspondence (combined) — including Kevin Lepage's June 22, 2026 dispute letter, the DRO's June 23, 2026 reply, Kevin's consent to release account information, NS Power Customer Relations' June 23, 2026 response (including the statement that October 2025 and February 2026 were the true reconciliation reads), the DRO Final Written Decision of June 23, 2026, Kevin's June 24, 2026 reply identifying the 2024 EV/AC discrepancy, and the DRO's June 24, 2026 post-decision reply ordering the meter accuracy test
19. Complete billing history spreadsheet — Account [REDACTED] (August 2019 to June 2026)
20. Year-over-year kWh usage comparison — showing 2021 anomaly with no household changes
21. Payment history — \$4,750.00 paid during disputed period
22. AC repair documentation: May 16, 2025 text message exchange diagnosing the failed unit; MacDow Mechanical Ltd. quote dated June 25, 2025; Quinn Electric & Energy quotes dated June 26 and July 10, 2025; Greenfoot Energy Solutions consultation confirmation dated July 21, 2025; and email correspondence with MacDow Mechanical Ltd. dated September 12, 2025 confirming the compressor replacement and \$2,500 repair cost

This letter is being submitted simultaneously to the Nova Scotia Energy Board and to NS Power Customer Relations.

We appreciate the Board's urgent consideration of this matter given the July 6, 2026 appeal deadline and the significance of the new meter evidence obtained today.

Sincerely,

Kevin Scott Lepage

Ann Leslie-Thorne (Fran Leslie)

Joint Account Holders — Account [REDACTED]
[REDACTED]
[REDACTED]

ATTACHMENT 1

Meter Comparison Report

Photographs and readings of meter #2047502 and neighbouring meter #2047503, signed June 29, 2026

Account

[REDACTED]

NS Power Smart Meter Comparison Report

Prepared for NSEB Appeal — Account Holder: Ann Leslie-Thorne

Date of Readings: June 29, 2026 | Appeal Deadline: July 6, 2026

Bedford, Nova Scotia

Side-by-Side Meter Comparison

Both meters are identical in make, model, firmware, manufacture date, service rating, and multiplier. They were installed at the same time (consecutive serial numbers 2047502 and 2047503). Despite identical specifications and the same installation date, the cumulative kWh reading on the subject meter (#2047502) is approximately 3 times higher than the neighbouring meter (#2047503).

Item	YOUR Meter #2047502	NEIGHBOUR Meter #2047503
Serial Number	2047502	2047503
Make / Model	Itron Centron OpenWay Riva	Itron Centron OpenWay Riva
Firmware	FW1: 164	FW1: 164
Manufacture Date	August 2019 (8/19)	August 2019 (8/19)
Multiplier	MULT X 1	MULT X 1
Service Rating	0.5-200A, 240V, 1PH	0.5-200A, 240V, 1PH
d1 Screen — Cumulative kWh	151,066 kWh	~49,565 kWh
d2 Screen — Demand (kW)	330.44 kW	84.96 kW
Diagnostic Code rH05555	Present	Present
Network Sync (SYCnEt)	Active	Active
Ratio (Your kWh / Neighbour kWh)	151,066 ÷ 49,565 = approx. 3.05x	

KEY FINDING: Meter #2047502 (subject property) shows 151,066 kWh cumulative consumption versus 49,565 kWh on the identical neighbouring meter #2047503 — a ratio of approximately 3:1. These meters were manufactured and installed concurrently. This disparity supports the position that meter #2047502 may be overcounting consumption and warrants formal accuracy testing and recalibration.

YOUR Meter — #2047502 — All Display Screens (June 29, 2026)

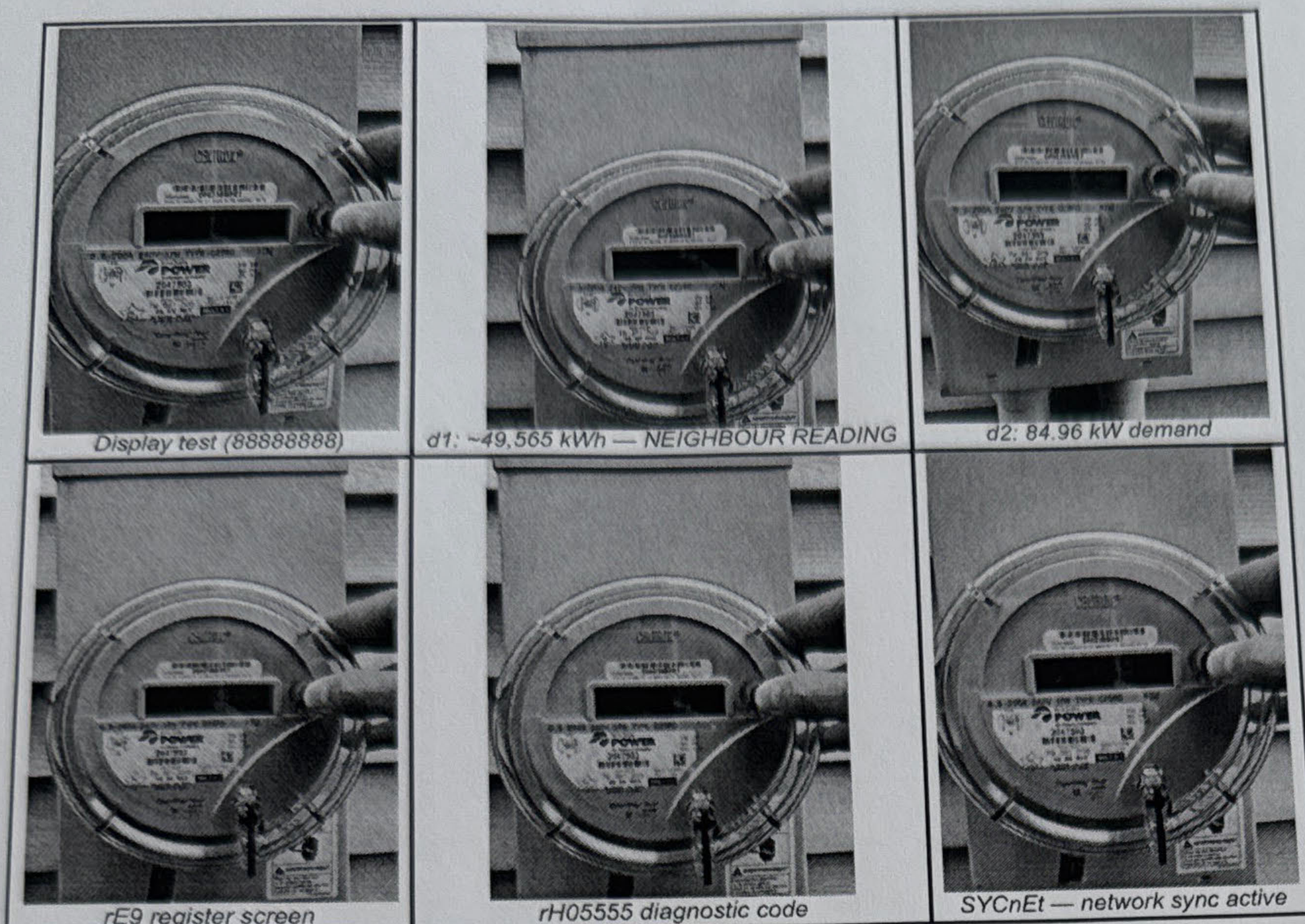
Six photographs captured the complete display cycle by pressing the button on meter #2047502. Photos taken in sequence showing all available screens: Display test (88888888), d1: 151,066 kWh — YOUR READING, d2: 330.44 kW demand, rE9 register screen, rH05555 diagnostic code, and SYCnEt — network sync active.

[Page 1 of 2 — see following page for Neighbour Meter photographs and signed Declaration]

☐

NEIGHBOUR Meter — #2047503 — All Display Screens (June 29, 2026)

Six photographs captured the complete display cycle on neighbouring meter #2047503, installed at the same time as #2047502. Note the significantly lower cumulative kWh reading.



☐

Declaration

I declare that the photographs and readings contained in this report were personally taken by me on June 29, 2026 at the service address in Bedford, Nova Scotia. The images have not been altered or modified in any way. The neighbouring meter was accessed without trespass.

Signature: _____

Date: June 29, 2026

Printed Name: Ann Leslie-Thorne

Account Number: (NS Power account number)

ATTACHMENT 2

DRO Final Decision & Correspondence

Complete chronological email record, June 22-24, 2026

Account [REDACTED]

ATTACHMENT

DRO Final Written Decision & Subsequent Correspondence

Account #

Compiled in chronological order, June 22–24, 2026

DOCUMENT 1 — Original Formal Dispute (Cover Email)

From: kevin lepage [REDACTED]
Sent: Monday, June 22, 2026 10:11 PM
To: nspdisputeresolution@gmail.com
Cc: home@nspower.ca
Subject: Formal Billing Dispute-Account [REDACTED]-Cyberattack Estimated Billing

Please see attached letter and supporting documents

[Full dispute letter and supporting documentation submitted separately as part of this appeal package — see attached "NSPower Dispute Letter Kevin Lepage.docx"]

DOCUMENT 2 — DRO Initial Reply

From: nspdisputeresolution@gmail.com

Sent: June 23, 2026 10:22 AM

To: [REDACTED] Customer Relations <customerrelations@nspower.ca>

Subject: 22 June email to the DRO from Kevin Lapage re Formal Billing Dispute-Account [REDACTED] - Cyberattack Estimated Billing

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)

nspdisputeresolution@gmail.com

Kevin Lapage; N.S.Power Customer Relations

Kevin

In response to your following email, I will begin with my Role Statement as Dispute Resolution Officer (DRO) in matters of dispute between N.S.Power and their Customers: I am not an employee of Nova Scotia Power or the Nova Scotia Energy Board. I am appointed by Nova Scotia Power to satisfy the Regulations of the Board with respect to dispute resolution. My role is to address, and hopefully resolve, disputes with Nova Scotia Power that cannot be resolved through normal Customer channels. In my role I investigate N.S.Power's interpretation, and application, of Board approved Regulations. I do not have any jurisdiction over N.S.Power's day-to-day operations. My Decisions are binding on Nova Scotia Power but not on the Customer. Customers may appeal my Decisions (within 12 days of receipt of Final Written Decision) to the Board.

If you have not already done so, please contact N.S. Power by telephone at 1-800-428-6230 and give them your consent, to release your account information, to me. Alternatively, N.S.Power may contact you by email seeking consent after they receive this email.

Please copy N.S.Power at the email address above on all future email to me. They will similarly copy you on their email to me related to this matter.

Your dispute is a "consumption dispute". A fundamental point I must make in such disputes is that N.S.Power's responsibility is to deliver power to the metering point. They have no role or responsibility with respect to how that energy is consumed on the premise. On-premise usage is a function of lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors well beyond N.S.Power's ability to address or control (outside temperatures, faulty wiring, ground faults, theft of power). Meter accuracy thus becomes the "acid test" in determining if appropriate usage is being billed. The test to confirm meter accuracy is an "as found" meter accuracy test, performed by N.S.Power in their Measurement Canada accredited meter shop, followed by a meter test by Measurement Canada if the Customer wishes to have an independent meter test performed.

Specific bills can be other than expected if they are based on estimated – as opposed to actual – meter readings. As part of my investigation of this matter, I will determine if estimated meter readings are a factor in your dispute. Once an actual meter reading is obtained, following an estimated reading for billing purposes, any estimation error is fully reconciled in following bills, that are based on actual readings, as a result off the cumulative, and self-reconciling nature, of the meter reading process. The self-reconciling process is more fully explained in the immediately following paragraph.

The "Cumulative Nature" of power meters is similar to the odometer in a car. They are not reset to zero after a reading is taken from them. The meter (when brand new) starts at, and displays, the number zero and that number increases as energy - measured in kilowatt-hours (kWh) - is delivered through it. It stops registering energy usage when no power is being delivered and resumes when power starts to be delivered again. When power starts again the meter does not return to zero but adds to the previous number indication. The displayed number increases proportional to the rate at which energy (kWh) is being delivered. It performs much like the odometer in a car which accumulates miles in proportion to how far one drives and at what speed, as well as how often, one starts and stops. If an error is made in reading a meter on one occasion, it will not affect the number displayed on a subsequent reading. If for example a reading of 1000 is reported as 100, the next time a reading is taken it will still be something in excess of 1000 – so if a Customer was billed for 100 Kwh when it should have been 1000, the Customer gets a short term "break" on being billed for 900 Kwh that were actually consumed, however if the next reading taken is 1500, that Customer will be billed for 1400 Kwh at that time. The net is that the Customer has been billed for 1500 Kwh consumption over a two bill period even though there was a meter reading error. ($100 + 1400 = 1000 + 500$). The same effect occurs if the meter reading is estimated, or erroneously reported, either higher or lower than the fact.

N.S.Power

Please provide me with N.S.Power's position in the matter as well as copies of relevant account statements, meter reading information, and relevant computerized notes or notices.

Don Farmer, P.Eng.

Dispute Resolution Officer

DOCUMENT 3 — Kevin's Consent to Release Account Information

From: kevin lepage [REDACTED]

Sent: June 23, 2026 12:53 PM

To: Customer Relations <customerrelations@nspower.ca>

Cc: nspdisputeresolution@gmail.com

Subject: Re: 22 June email to the DRO from Kevin Lapage re Formal Billing Dispute-Account [REDACTED]
Cyberattack Estimated Billing

Please allow access to my account

DOCUMENT 4 — NS Power Customer Relations Response

From: Customer Relations <customerrelations@nspower.ca>

Sent: Tuesday, June 23, 2026 2:09 PM

To: nspdisputeresolution@gmail.com

Cc: [REDACTED] Relations <customerrelations@nspower.ca>

Subject: RE: 22 June email to the DRO from Kevin Lapage re Formal Billing Dispute-Account [REDACTED]
Cyberattack Estimated Billing

Mr. Farmer,

Access for the DRO has been granted on subject account # [REDACTED]

The first attachment is a copy of the account ledger for the subject account.

The second attachment is a copy of the meter reads obtained for the subject account.

Meter connections to our billing system have been restored and customer billing has returned to normal. Once the meter is read, either remotely or in-person, the bill is reconciled automatically to reflect actual usage.

NS Power confirms that the customer's meter reads for June, August and December 2025 were estimated. Our customers will never pay for power they do not use. Any differences between estimated and actual usage will be addressed and accurately reflected in a future bill. The October 2025 and the February 2026 meter reads were true reads, and the bills were the reconciliation bills. Meter reads since February 2026 have been true reads obtained via remote readings from the AMI meter.

We are not applying late charges or penalties on any outstanding balances, and we will communicate with customers before reintroducing any late fees on unpaid amounts.

It is NS Power's position that the customer has been billed appropriately. We are here to help. If the customer requires a payment plan on the balance, our Customer Care team is available at 1-800-428-6230. They can offer flexible, interest free payment plans like Equal Billing.

Teri

DOCUMENT 6 — Kevin's Response to the Final Decision (New Evidence: EV & AC)

From: kevin lepage <[REDACTED]>

Sent: Wednesday, June 24, 2026 7:41 AM

To: nspdisputeresolution@gmail.com

Cc: customerrelations@nspower.ca

Subject: Re: DRO Final Written Decision re Kevin Lapage consumption/billing dispute-Account [REDACTED]

Hello Don

There is no possible way that more energy was used in 2025 over previous years - we had 2 electric cars in 2024 and a working central a/c unit. In 2025 we had one electric car and no a/c the entire summer until the part came in in Sept that year when it was fixed. These usages are incorrect for sure.

Thank you

Kevin Scott Lepage -

DOCUMENT 7 — DRO Post-Decision Reply (Meter Test Ordered)

From: nspdisputeresolution@gmail.com

Sent: June 24, 2026 9:24:23 AM ADT

To: [REDACTED] customerrelations@nspower.ca

Subject: 24 June POST DECISION re DRO Final Written Decision re Kevin Lapage consumption/billing dispute-Account [REDACTED]

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)

nspdisputeresolution@gmail.com

Kevin Lapage; N.S.Power

Kevin

If the Decision is not acceptable to you, you should appeal it to the NSEB within 12 days – see following the Decision for contact information.

I will Instruct N.S.Power to test your serving meter for accuracy and report test results to you.

You may wish to discuss your on-premise energy consumption with Efficiency NS.

N.S.Power

N.S.Power is hereby Instructed to test meter # 2047502 for accuracy and report test results to their Customer.

Don Farmer, P.Eng.

Dispute Resolution Officer

ATTACHMENT 3

Complete Billing History

Account [REDACTED] August 2019 to June 2026

NS POWER BILLING ANALYSIS — KEY

Cyberattack

COMPLETE BILLING

Bill Due Date	Service Period	Days	kWh Used	kWh/Day
Jan 13, 2022	Oct 08–Dec 09, 2021	62	2,816	45.4
Mar 16, 2022	Dec 09–Feb 08, 2022	61	5,155	84.5
May 16, 2022	Feb 08–Apr 07, 2022	58	3,969	68.4
Jul 15, 2022	Apr 07–Jun 13, 2022	67	2,646	39.5
Sep 15, 2022	Jun 13–Aug 12, 2022	60	2,887	48.1
Nov 17, 2022	Aug 12–Oct 13, 2022	62	2,799	45.1
Jan 13, 2023	Oct 13–Dec 12, 2022	60	2,860	47.7
May 17, 2023	Feb 10–Apr 13, 2023	62	4,892	78.9
Jul 17, 2023	Apr 13–Jun 13, 2023	61	2,713	44.5
Sep 15, 2023	Jun 13–Aug 14, 2023	62	2,891	46.6
Nov 16, 2023	Aug 14–Oct 13, 2023	60	2,124	35.4
Jan 15, 2024	Oct 13–Dec 11, 2023	59	3,289	55.7
Mar 15, 2024	Dec 11–Feb 12, 2024	63	5,637	89.5
May 15, 2024	Feb 12–Apr 11, 2024	59	6,271	106.3
Sep 16, 2024	Jun 12–Aug 12, 2024	61	3,678	60.3
May 14, 2025	Feb 12–Apr 09, 2025	56	6,929	123.7
Jul 28, 2025	Apr 09–Jun 13, 2025	65	3,973	61.1
Sep 15, 2025	Jun 13–Aug 15, 2025	63	3,798	60.3
Nov 17, 2025	Apr 09–Oct 10, 2025	184	18,255	99.2
Jan 12, 2026	Oct 10–Dec 12, 2025	63	4,000	63.5
Mar 16, 2026	Dec 12–Feb 09, 2026	59	8,451	143.2
May 19, 2026	Feb 09–Apr 13, 2026	63	7,672	121.8
Jul 15, 2026	Apr 13–Jun 11, 2026	59	5,063	85.8

SPRING/SUMMER COMPARISON — SAM

Period	2022 kWh	2022 Bill	2023 kWh	2023 Bill
Spring (Apr bill)	3,969	\$698.50	4,892	\$855.65
Summer (Jun–Jul bill)	2,646	\$473.25	2,713	\$537.17
Late Summer (Aug bill)	2,887	\$514.28	2,891	\$533.99

⚠ CRITICAL NOTE: AC unit was NON-FUNCTIONAL during entire spring/summer 2025 -

ESTIMATED OVEI

Billing Period	Actual Bill Charged	Expected Bill (2024 avn)	Estimated Overcharge	Notes
Apr–Jun 2025 (estimated)	\$814.56	\$723.93	\$90.63	Jun 2025 bill vs Jun 2024 equivalent
Jun–Aug 2025 (estimated)	\$780.45	\$723.93	\$56.52	Aug 2025 vs Aug 2024
Oct–Dec 2025 (estimated)	\$819.82	\$605.03	\$214.79	Dec 2025 vs Dec 2023 (similar kWh)
184-day catch-up bill No	\$569.00	Requires audit	TBD	Complex — needs NS Power audit to determine overcharge on 184-day catch-up bill
MINIMUM ESTIMATED OVERCHARGE (conservative)			~\$361.94+	TBD pending

WIN SCOTT LEPAGE — ACCOUNT [REDACTED]

Date: March 19, 2025 | Analysis Date: June 23, 2026

BILLY HARRIS — ACTUAL BILLS				
Energy Charge	Taxes & Other	Total New Charges	Estimated?	Notes
\$472.45	\$23.62	\$496.07	No	
\$853.70	\$42.69	\$896.39	No	
\$665.23	\$33.27	\$698.50	No	
\$450.71	\$22.54	\$473.25	No	
\$489.79	\$24.49	\$514.28	No	
\$475.52	\$23.78	\$499.30	No	
\$485.41	\$24.27	\$509.68	No	
\$814.90	\$40.75	\$855.65	No	
\$482.02	\$55.15	\$537.17	No	Rate adjustment applied
\$511.13	\$22.86	\$533.99	No	
\$385.70	\$19.29	\$404.99	No	
\$576.22	\$28.81	\$605.03	No	
\$1,006.11	\$50.31	\$1,056.42	No	
\$1,138.71	\$56.94	\$1,195.65	No	
\$689.46	\$34.47	\$723.93	No	
\$1,321.54	\$66.08	\$1,387.62	No	Last bill before estimated billing period
\$775.77	\$38.79	\$814.56	YES ⚠	ESTIMATED — cyberattack period. No AC running.
\$743.29	\$37.16	\$780.45	YES ⚠	ESTIMATED — cyberattack period. No AC running.
\$541.90	\$27.10	\$569.00	Mixed	2024 kWh actual + 7,771 kWh
\$780.78	\$39.04	\$819.82	YES ⚠	ESTIMATED
\$1,585.50	\$79.28	\$1,664.78	No	Actual read — very high winter bill
\$1,433.65	\$71.68	\$1,505.33	No	
\$994.36	\$49.71	\$1,044.07	No	Most recent bill

BILLY HARRIS — PERIODS YEAR OVER YEAR (KEY EVIDENCE)				
2024 kWh	2024 Bill	2025 kWh (ESTIMATED)	2025 Bill	% Change vs 2024
6,271	\$1,195.65	6,929	\$1,387.62	+10.5% ↑
3,842	\$723.93	3,973	\$814.56	+3.4% ↑
3,678	\$723.93	3,798	\$780.45	+3.3% ↑
— usage should have been LOWER than prior years, not higher.				

RECHARGE CALCULATION

IS POWER PAYMENT HISTORY — KEVIN SCOTT LEPAGE

Date	Amount	Period	Cumulative Paid
Jan 14, 2022	\$496.07	Pre-cyberattack	\$496.07
Mar 02, 2022	\$896.39	Pre-cyberattack	\$1,392.46
Jun 22, 2022	\$1,500.00	Pre-cyberattack	\$2,892.46
Jan 17, 2023	\$1,214.34	Pre-cyberattack	\$4,106.80
May 08, 2023	\$650.00	Pre-cyberattack	\$4,756.80
May 08, 2023	\$100.00	Pre-cyberattack	\$4,856.80
May 23, 2023	\$100.00	Pre-cyberattack	\$4,956.80
Jun 02, 2023	\$250.00	Pre-cyberattack	\$5,206.80
Jun 28, 2023	\$450.00	Pre-cyberattack	\$5,656.80
Jul 18, 2023	\$500.00	Pre-cyberattack	\$6,156.80
Oct 25, 2023	\$300.00	Pre-cyberattack	\$6,456.80
Oct 25, 2023	\$160.00	Pre-cyberattack	\$6,616.80
Oct 30, 2023	\$100.00	Pre-cyberattack	\$6,716.80
Jan 10, 2024	\$200.00	Pre-cyberattack	\$6,916.80
Jan 17, 2024	\$400.00	Pre-cyberattack	\$7,316.80
Jan 19, 2024	\$300.00	Pre-cyberattack	\$7,616.80
Jan 30, 2024	\$300.00	Pre-cyberattack	\$7,916.80
Apr 10, 2024	\$100.00	Pre-cyberattack	\$8,016.80
Apr 15, 2024	\$500.00	Pre-cyberattack	\$8,516.80
Apr 19, 2024	\$200.00	Pre-cyberattack	\$8,716.80
May 23, 2024	\$500.00	Pre-cyberattack	\$9,216.80
Jun 19, 2024	\$1,000.00	Pre-cyberattack	\$10,216.80
Jul 24, 2024	\$300.00	Pre-cyberattack	\$10,516.80
Aug 20, 2024	\$200.00	Pre-cyberattack	\$10,716.80
Aug 29, 2024	\$500.00	Pre-cyberattack	\$11,216.80
Oct 22, 2024	\$550.00	Pre-cyberattack	\$11,766.80
Oct 23, 2024	\$550.00	Pre-cyberattack	\$12,316.80
Nov 19, 2024	\$350.00	Pre-cyberattack	\$12,666.80
Dec 18, 2024	\$350.00	Pre-cyberattack	\$13,016.80
Jan 17, 2025	\$350.00	Pre-cyberattack	\$13,366.80
Feb 18, 2025	\$250.00	DURING cyberattack per	\$13,616.80
Feb 20, 2025	\$350.00	DURING cyberattack per	\$13,966.80
Feb 21, 2025	\$1,000.00	DURING cyberattack per	\$14,966.80
Mar 19, 2025	\$350.00	DURING cyberattack per	\$15,316.80
Mar 21, 2025	\$200.00	DURING cyberattack per	\$15,516.80
Apr 17, 2025	\$350.00	DURING cyberattack per	\$15,866.80
May 01, 2025	\$500.00	DURING cyberattack per	\$16,366.80
May 16, 2025	\$350.00	DURING cyberattack per	\$16,716.80
Jun 17, 2025	\$350.00	DURING cyberattack per	\$17,066.80
Jul 07, 2025	\$100.00	DURING cyberattack per	\$17,166.80
Aug 07, 2025	\$100.00	DURING cyberattack per	\$17,266.80

Sep 05, 2025	\$100.00	DURING cyberattack per	\$17,366.80
Nov 13, 2025	\$250.00	DURING cyberattack per	\$17,616.80
Dec 10, 2025	\$250.00	DURING cyberattack per	\$17,866.80
Jan 12, 2026	\$250.00	DURING cyberattack per	\$18,116.80
Total paid BEFORE cyberattac		\$13,366.80	
Total paid DURING cyberattac		\$4,750.00	
TOTAL ALL PAYMENTS		\$18,116.80	

TE SUMMARY — FOR DON FARMER, P.ENG., DISPUTE RESOLUTION OF

ACCOUNT DETAILS	
Account Holder	Kevin Scott Lepage
Account Number	██████████
Service Address	██
Phone	(██████████) ██████████
DISPUTE DETAILS	
Cyberattack Date	March 19, 2025
Estimated Billing Period	April 2025 – January 2026
Current Balance Owing	\$5,516.38
Balance Pre-Dating Most Recent Bill	\$4,472.31
KEY FACTS	
AC Unit Status Spring/Summer 2025	NON-FUNCTIONAL — not in use all season
Expected Usage Impact	Should be LOWER than prior years
Actual Usage Apr 2025	6,929 kWh vs 4,892 (2023) / 6,271 (2024)
Actual Usage Jun 2025	3,973 kWh vs 2,713 (2023) / 3,842 (2024)
Usage Increase vs Prior Year	Up to 181% higher during estimated period
PAYMENTS DURING DISPUTE PERIOD	
Total Paid Feb 2025–Jan 2026	\$4,250.00
Payments Made Against Estimated Bills	These funds are NOT recovered by self-reconciliation
REQUESTS	
Request 1	Audit of all bills from March 2025 — identify estimated vs actual reads
Request 2	Recalculation of estimated bills using actual consumption data
Request 3	Written confirmation no late fees/interest during dispute
Request 4	Enrollment in Equal Billing Plan interest-free pending resolution
Request 5	Written response within 14 business days
LEGAL/CLASS ACTION STATUS	
MacGillivray Law	Registered with class action — macgillivraylaw.com/nsp-data-breach
Class Action Grounds	Both overbilling AND data breach

ATTACHMENT 4

Year-Over-Year kWh Summary

Usage comparison showing the 2021 anomaly

OUR kWh USAGE & BILLS OVER THE YEARS

Account NS

Year/Period	kWh Used	kWh/Day	What Was In The House
2019 (Aug–Dec)	3,564	20	No EV. Normal house. Meter brand new.
2020 (Full Year)	17,441	24	No EV. Normal house. Meter 1 year old.
2021 (Full Year)	17,376	48	⚠ No EV. Nothing changed. Usage jumps!
2022 (Full Year)	17,666	48	⚠ Still no EV. Usage stays high.
2023 (Full Year)	15,909	44	⚠ Still no EV. Usage stays high.
2024 (Full Year)	19,247	53	First EV arrives — some increase expected.
5 ⚠ CYBERATTACK	18,700	84	🔥 ONE EV. AC BROKEN ALL SUMMER. Should be LOWEST year!
2026 (So Far)	20,631	85	🔥 Still running at double normal rate.

KEY FACTS

No EV until 2024	Usage was already climbing 2x higher in 2021 with NOTHING new added to the house
Broken AC in 2025	With no AC and one less EV, 2025 should have been our LOWEST usage year ever
Neighbour comparison	Identical meter installed same day — neighbour reads 3x LOWER with MORE people in the house
Canadian average	Average Canadian home uses 30-40 kWh/day. We show 84 kWh/day. That is more than double.

BOTTOM LINE: Our meter appears to have started overcounting around 2021 — BEFORE we had an EV, BEFORE the cyberattack, with nothing changed in the house.

ATTACHMENT 5

Payment History

\$4,750.00 paid during the disputed period

YEARLY TOTALS — CHARGED vs PAID

Interest rate charged by NS Power: 1.5% per month / 19.56% per annum

Year	Total Charged by NS Power	Total We Paid	Gap (Unpaid)	Interest Charged
2022	\$3,577.27	\$2,892.46	-\$684.81	Waived
2023	\$3,446.48	\$3,364.34	-\$82.14	\$37.75
2024	\$3,445.13	\$5,250.00	\$1,804.87	\$13.05
2025 ⚠	\$4,371.45	\$2,900.00	-\$1,471.45	Waived
2026	\$4,214.18	\$250.00	-\$3,964.18	Waived
GRAND TOTAL	\$19,054.51	\$14,656.80	-\$4,397.71	\$50.80

⚠ **NS POWER INTEREST RATE: 1.5% per month (19.56% per annum) — This means ~\$82.74 EVERY SINGLE MONTH if not waived.**

✓ **GOOD NEWS: NS Power confirmed in writing on the most recent bills that they are waiving interest on all outstanding balances during the dispute period. This protection only lasts while the appeal is moving forward.**

D vs INTEREST

annum | Account

True Cost (Charges + Interest)	Notes
\$3,577.27	Pre-cyberattack — account in reasonable standing
\$3,484.23	Pre-cyberattack — some interest charges appearing
\$3,458.18	Pre-cyberattack — Kevin overpaid this year overall
\$4,371.45	CYBERATTACK YEAR — NS Power stated no interest during this period
\$4,214.18	NS Power stated not applying late fees or penalties on outstanding balances
\$19,105.31	Total interest charged over full period

s on a \$5,516 balance, interest alone would be

are NOT applying late fees or penalties on
dispute is active — another reason to keep the

ATTACHMENT 6

AC Repair Documentation

Text messages, contractor quotes, and repair confirmation, May-Sept 2025



How's that going

It's going lol

Hey bro why would my a/c unit not be blowing cold?

Could be a couple different things

Ok
You able to look
At it if not

Will do

No go bro
Not even buzzing anymore nothing happening

Print...



From: Marc Hoskins macdow3@eastlink.ca
Subject: FW: MacDow Mechanical Ltd. Quote #20250229 for Work
Date: Jun 25, 2025 at 10:27:10 AM

Hi guys, please see attached quote can make repair first thing Friday morning.

Thanks

Marc

From: Marc Hoskins [mailto:noreply@app.getservicebox.com]
Sent: Wednesday, June 25, 2025 10:22 AM
To: macdow3@eastlink.ca
Subject: MacDow Mechanical Ltd. Quote #20250229 for Work

Please find attached Quote #20250229 for work. Please let us know if you have any questions.

Due to ongoing tariff changes, please be aware that the quote may be subject to adjustment. We will keep you informed of any significant updates that could impact pricing. Thank you for your understanding and patience.

Please Note: If this quote is for a heat pump installation and you are paying with a credit card, a 3% Service Fee will be added to your invoice. Thank you for your understanding.

All residential heat pump installation invoices are due within 7 days of the installation date.

We look forward to working with you.

MacDow Mechanical Ltd.

Powered By: **SERVICEBOX**



Quote 20250229.pdf
230 KB

From: Quinn Electric and Energy messaging-
service@post.servicem8.com
Subject: Booking Confirmation
Date: Jun 26, 2025 at 11:26:54 AM

Hi Fran,

It was a pleasure speaking with you today. Thank you for booking your consultation and free quote with Quinn Energy! Your scheduled appointment is with Ken for 10th July 2025 at 1:30 PM. If you need to reschedule for any reason please reach out to us at [902-431-7846 ext. 1](tel:902-431-7846). or by e-mail: alex@quinnenergy.ca, shane@quinnenergy.ca

Regards,

Alex Craib
Office Administrator
[902-431-7846](tel:902-431-7846)



From: Quinn Electric and Energy messaging-
service@post.servicem8.com
Subject: Quote for [REDACTED]
Date: Jul 10, 2025 at 1:49:57 PM

Dear Fran,

Thank you for your inquiry, we are pleased to provide you with the following estimate.

Call or email me anytime if you have any questions or would like to move forward in the process to installation.

Total cost: \$17,670.00

View and accept your estimate online here: <https://sm8.link/v7kt878>

HST BUSINESS# 802684530NW0001

For all types of FINANCING contact : heather@quinnenergy.ca

For SCHEDULING contact SHANE@quinnenergy.ca (902)431-7846 ext 1

to reach our estimators with any questions:

Jordan@quinnenergy.ca

ken@quinnenergy.ca

johnc@quinnenergy.ca

For E TRANSFER AND DEPOSITS PLEASE EFT DEPOSIT WITH INVOICE #
MEMO to sales@quinnenergy.ca

For all other inquiries contact jordan@quinnenergy.ca (902)237-3719

By accepting this quote you agree to any modifications required to install the equipment to your home. Quinn Electric Ltd. will not be held responsible for any deviations that may incur during this process. Quinn Electric & Energy will make recommendations aligned with stipulations for provincial and federal rebates. Ensuring all steps are taken and proposed units are approved for capturing rebates, is ultimately the responsibility of the home owner.

Payments due immediately after completion; if invoice is not paid within 30 days, legal action will be taken.

QUOTES REQUIRE A 25% DEPOSIT UNLESS FINANCED

CREDIT CARD PAYMENT WILL INCUR A 3% CHARGE

Regards,

Ken Medwid
Senior Sales Manager & Estimator
902-333-3355





**Quinn Electric and
Energy Quote #9720 f...**
34 KB



KERR KCD.pdf
802 KB

From: kevin lepage [REDACTED]
Subject: Fwd: Greenfoot Energy Solutions Appointment Confirmation
Date: Jul 21, 2025 at 1:40:36 PM

Kevin Scott Lepage -

Begin forwarded message:

From: Greenfoot Energy Solutions
<x8vhrt3o8wq8_062lp@crm.greenfootenergy.ca>
Date: July 21, 2025 at 10:09:30 AM ADT
To: [REDACTED]
Cc: riley@greenfootenergy.ca
Subject: Re: Greenfoot Energy Solutions Appointment Confirmation

Hi Kevin!

As discussed your appointment has been changed to 12:00 pm on July 28.



HEATHER LOCKHART

Sales Coordinator

heather.lockhart@greenfootenergy.ca
[1-800-380-YETI](tel:1-800-380-YETI)

[facebook](#) [website](#)

Creating Comfort, Saving Energy - Explore Your Rebate Opportunities Today!

British Columbia, click [here](#).

New Brunswick, click [here](#).

Newfoundland & Labrador, click [here](#).

Nova Scotia, click [here](#).

Prince Edward Island, click [here](#).

Don't forget about the Canada Greener Home Loan Program, click [here](#) for more information.

Hello Kevin,

Thank you for choosing Greenfoot Energy Solutions for your HVAC, Solar, and insulation needs. We appreciate the opportunity to assist you in achieving optimal home comfort and energy efficiency.

We are pleased to confirm your in-home consultation with the following details:

- Booking Date : Monday, July 21, 2025
- Booking Time : 12:00 pm
- Client Name: Kevin Lepage
- Service Address: [REDACTED], NS, Canada
- Primary Contact Number: [REDACTED]
- Email: [REDACTED]
- [REDACTED]

This will be the Home Comfort Advisor guiding you through your efficiency upgrades.

RILEY NEAULT

HOME COMFORT ADVISOR

riley@greenfootenergy.ca

782-446-1173

During the visit, the Home Comfort Advisor will guide you on your home energy efficiency needs. Here is a quick video of what to expect. Click [HERE](#). The visit can take approximately 60-90 minutes depending on your particular situation. Please ensure that your attic hatch is accessible, as our Home Comfort Advisor needs to conduct a comprehensive heat load calculation for your home.

Be sure to ask about all the available rebates and financing options! Until then, you can learn more about the provincial rebate programs [HERE](#). Don't forget to consider the [Canada Greener Homes Loan](#) which gives you access up to \$40,000 of interest free money! RU Green can provide you with all

your auditing needs. They can be reached by phone at 1-800-676-1663 or by emailing info@rugreen.ca. If you already had a Home Energy Audit completed, please feel free to email the report to info@greenfootenergy.ca and it will be added to your file.

Loved our services today? Leave us a glowing review on Google by clicking [HERE](#). If you ran into any issues, we're here to help—reach out to us at customersupport@greenfootenergy.ca



HEATHER LOCKHART

Sales Coordinator

heather.lockhart@greenfootenergy.ca

[1-800-380-YETI](tel:1-800-380-YETI)

[!\[\]\(a21b01b47c6e0feceab2bddfd6461ab4_img.jpg\) facebook](#) [!\[\]\(11beba62c3124f90cdf8efc6058ad22d_img.jpg\) website](#)

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Newfoundland & Labrador, click [here](#).

Nova Scotia, click [here](#).

Prince Edward Island, click [here](#).

Don't forget about the Canada Greener Home Loan Program, click [here](#) for more information.

From: fran leslie-thorne franlesliethorne@hotmail.com
Subject: Re: Today
Date: Sep 12, 2025 at 8:07:18 AM

Is it OK if I run out after he arrives? I just have to run to the bank and do a quick errand.

Fran Leslie
902-579-3188

On Sep 12, 2025, at 8:05 AM, Marc Hoskins <macdow3@eastlink.ca> wrote:

Hi Fran, Jeremy should be there soon your first call this morning. Should have \$2500.00 I will see how much time he needed once he's finished and let you know the total it may come under a bit less, but we will have to check the unit once compressor is replaced.

Thanks

-----Original Message-----

From: fran leslie-thorne [<mailto:franlesliethorne@hotmail.com>]
Sent: Friday, September 12, 2025 8:02 AM
To: Marc Hoskins <macdow3@eastlink.ca>
Subject: Today

Hey Marc, just curious is there an estimated time for today

Also, can you remind me of how much cash I'm supposed to have?

Fran Leslie
902-579-3188

1

ATTACHMENT 7

Neighbour Meter & Rate Code Comparison

Side-by-side specs, kWh, and rate code analysis

DE BY SIDE COMPARISON — NEIGHBOUR

Identical meters — Itron Centron OpenWay Riva | Manufactured Aug 2019 | Serial #2047502 (#38) and #2047503 (#42)

SECTION 1 — METER SPECIFICATIONS & RATE CODE COMPARISON

Specification	38 — OURS	— NEIGHBOUR	Match?	Impact	
Meter Number	2047502	2047503	✓ Sequential	Installed together	
Make / Model	Itron Centron Riron Centron Riva	Itron Centron Riron Centron Riva	✓ Identical	Same hardware	
Manufacture Date	August 2019	August 2019	✓ Identical	Same age	
Multiplier	1	1	✓ Identical	No factor difference	
RATE CODE	03B	02B	⚠ DIFFERENT	Different billing!	
Lower tier rate	\$0.18561/kWh	\$0.18561/kWh	✓ Same	Same lower rate	
Upper tier rate	\$0.19128/kWh	\$0.18187/kWh	⚠ DIFFERENT	We pay more/kWh!	
Upper Tier Diff	\$0.00941/kWh	Base rate	⚠ HIGHER	~\$79.60 extra Feb26	

⚠ RATE CODE IMPACT: On our Feb 2026 bill alone, the higher rate code cost us ~\$79.60 MORE than neighbour's rate. This is IN ADDITION to the meter overcounting issue.

SECTION 2 — kWh USAGE & COST COMPARISON BY PERIOD

people | #42: 2 couples + basement apartment + AC — MORE people, MORE appliances, yet FAR lower

	OUR METER		ASPENHILL — NEIGHBOUR		DIFFERENCE	
Bill Period	kWh	Bill \$	kWh	Bill \$	kWh More	x Higher
Feb 2026 (Dec–Feb)	8,451	\$1,664.78	2,241	\$470.95	+6,210	3.8x
Dec 2025 (Oct–Dec)	4,000	\$819.82	1,454	N/A	+2,546	2.8x
Oct 2025 (Apr–Oct)	10,484	\$569.00	1,078	N/A	+9,406	9.7x
Aug 2025 (Jun–Aug)	3,798	\$780.45	1,372	N/A	+2,426	2.8x
Jun 2025 (Apr–Jun)	3,973	\$814.56	1,377	N/A	+2,596	2.9x
Apr 2025 (Feb–Apr)	6,929	\$1,387.62	1,714	N/A	+5,215	4.0x
Feb 2025 (Dec–Feb)	8,941	\$1,321.54	2,433	N/A	+6,508	3.7x

* Full \$ amounts only available for Feb 2026. Neighbour's kWh history visible from their bill for other periods.

SECTION 3 — QUESTIONS THIS RAISES FOR THE NSEB & NS POWER

Q1	Why are two identical houses on the same street on DIFFERENT rate codes (03B vs 02B)?
Q2	Why does our upper tier rate (\$0.19128/kWh) exceed the neighbour's (\$0.18187/kWh) — extra overcharging on every bill?
Q3	How can our meter record 3-4x more kWh than an identical neighbouring meter serving a larger household?
Q4	If our meter is overcounting AND we're on a higher rate code — what is the total overcharge since 2019?
Q5	Was our rate code ever reviewed or should it match our neighbour's 02B code?
Q6	Is the rate code difference related to the meter serial number or something NS Power can explain?

CONCLUSION: TWO separate overcharging issues identified — (1) meter records 3-4x more kWh than identical neighbouring meter, AND (2) higher rate code charges more per kWh than same street neighbour. Both require NS Power to explain and NSEB to investigate.