

From: fran leslie-thorne [REDACTED]
Sent: July 12, 2026 9:07 PM
To: Energy and Regulatory Boards Tribunal <Board@novascotia.ca>
Cc: customerrelations@nspower.ca
Subject: Supplemental Evidence — NSEB Appeal Reference 2 [REDACTED] — Account # [REDACTED]

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To the Nova Scotia Energy Board,

Please find attached supplemental evidence for our appeal, NSEB Reference 260703001, regarding Account [REDACTED] Bedford NS.

Since our original appeal, meter # [REDACTED] has been removed and replaced by NS Power (July 8, 2026) as part of the DRO-ordered accuracy test. The attached letter and exhibits document:

- A consumption drop of approximately 96% at the same property following the meter swap
- A power outage on July 3, 2026, during which meter #2 [REDACTED] recorded 4 kWh with no power reaching the property, and neighbouring meter # [REDACTED] recorded 2 kWh during the same window
- A diagnostic code change on meter # [REDACTED] shortly before its scheduled accuracy test
- Updated neighbour and meter batch comparison data

The attached PDF also includes the original DRO Final Written Decision and correspondence for reference, and time-stamped photographs supporting the outage evidence.

This submission has also been entered into the Board's online portal today.

We appreciate the Board's continued attention to this matter.

Sincerely,
Kevin Scott Lepage
Ann Leslie-Thorne (Fran Leslie)
Joint Account Holders — Account [REDACTED]
[REDACTED]

Kevin Scott Lepage & Ann Leslie-Thorne

July 9, 2026

Nova Scotia Energy Board

Suite 300, 1601 Lower Water St.

PO Box 1692, Unit M

Halifax, NS B3J 2S3

board@novascotia.ca

RE: SUPPLEMENTAL EVIDENCE — NSEB APPEAL REFERENCE 260703001 — ACCOUNT #1799748-7 — NS POWER BILLING DISPUTE — METER SWAP, POST-SWAP CONSUMPTION DATA, AND NEW OUTAGE EVIDENCE

To the Nova Scotia Energy Board,

This letter supplements our appeal filed June 29, 2026 ([REDACTED]) of the Final Written Decision issued by Dispute Resolution Officer Don Farmer, P.Eng., dated June 23, 2026, regarding Account # [REDACTED]. Since that appeal was filed, meter #2047502 has been physically removed and replaced, and we have obtained direct before/after consumption data at the same service address, together with new evidence of the meter recording consumption during a documented power outage. We respectfully submit that this evidence should be considered alongside our original appeal and request the Board's urgent attention given the ongoing meter accuracy test.

PART 1 — THE METER SWAP (JULY 8, 2026)

Consistent with the DRO's June 24, 2026 order that NS Power test meter [REDACTED] for accuracy, NS Power attended the property on Wednesday, July 8, 2026. The originally scheduled test window was 8:00 AM–12:00 PM; the technician (Nolan) arrived and completed the meter removal at approximately 2:30 PM.

- Old meter [REDACTED] — final reading at removal: 151,753 kWh
- New meter # [REDACTED] installed and activated, starting reading: 0 kWh
- The removed meter ([REDACTED]) was taken to NS Power's own accredited meter shop for accuracy testing

We reiterate the conflict-of-interest concern raised in our original appeal (Request #8): NS Power is testing its own meter in a dispute where it is the opposing party. We again request that any “as found” test performed by NS Power's own shop be followed by an independent Measurement Canada test, with both sets of results disclosed to the Board and to us.

PART 2 — POST-SWAP CONSUMPTION DATA: A ~96% DROP AT THE SAME PROPERTY

The days immediately surrounding the meter swap provide a direct, controlled before/after comparison at the identical service address, with no change in occupants, appliances, or season:

	OLD Meter [REDACTED]	NEW Meter [REDACTED]
Measurement window	July 4 AM – July 7 (≈36 hrs)	July 8 install – July 9, 5:50 AM (27.3 hrs)

	OLD Meter [REDACTED]	NEW Meter [REDACTED]
kWh recorded	336 kWh	≈12 kWh
Rate	9.3 kWh/hour	0.44 kWh/hour

This represents an approximate 95–96% reduction in recorded consumption at the same property, with the only variable that changed being the physical meter itself. We submit that this is the most direct evidence obtained to date that meter #2047502 was overcounting: it is a same-address, same-household, same-season comparison, eliminating lifestyle, occupancy, and seasonal explanations entirely.

PART 3 — NEW EVIDENCE: METER RECORDED CONSUMPTION DURING A DOCUMENTED POWER OUTAGE (JULY 3, 2026)

On July 3, 2026, the property experienced a power outage, which we reported to NS Power's automated outage line at 8:10 PM and again at 8:30 PM. NS Power's own outage records will confirm this report. Meter readings were taken and photographed before and after the outage window:

Reading Time	[REDACTED]	[REDACTED]
7:41 PM (pre-outage)	151,361 kWh	49,503 kWh
11:34 PM (post-outage)	151,365 kWh	49,505 kWh
Recorded during outage	+4 kWh	+2 kWh

A meter that is not receiving power should not register any consumption. Our meter recorded 4 kWh during a window when NS Power's own outage line confirms the property had no power. The neighbouring meter [REDACTED] also recorded an anomalous reading during the same outage (+2 kWh) — half of ours — which suggests this may point to a broader measurement issue at the utility level, but does not explain why our meter's phantom reading was double the neighbour's. This directly undermines the DRO's self-reconciliation reasoning, which presumes the meter itself accurately measures energy actually delivered to the premise.

PART 4 — DIAGNOSTIC CODE CHANGE: TIMING RELATIVE TO THE OUTAGE AND THE SCHEDULED TEST

- Before the outage: diagnostic code rH05555 (consistent with the reading documented in our June 29, 2026 Meter Comparison Report)
- After the outage: diagnostic code changed to rH0455

This change occurred on July 3, 2026 — four days before NS Power's scheduled meter accuracy test window of Wednesday, July 8, 8:00 AM–12:00 PM. We are not in a position to interpret the technical significance of this diagnostic code change, and we do not allege tampering. However, given that this change occurred on the disputed meter, during the appeal period, days before its scheduled test, we respectfully request that NS Power explain the meaning of this code change and confirm whether it has any bearing on the meter's recorded accuracy, as part of the test results provided to the Board.

PART 5 — UPDATED NEIGHBOUR AND BATCH COMPARISON

At the time of the meter swap, our meter's final reading (151,753 kWh) remained approximately 3.06x higher than neighbouring meter [REDACTED]'s reading of 49,649 kWh, consistent with the 3.05x disparity reported in our original appeal.

We have since also obtained readings from the broader four-meter batch installed on the same date ([REDACTED] – [REDACTED]). Within this batch, our meter read 35–72% higher than the other units — a smaller but still significant disparity distinct from the larger 3x figure against our immediate neighbour. Additionally, our meter's demand reading (d2) at the time of swap was 33.044 kW, compared to a range of 8–21 kW recorded across the neighbouring meters.

PART 6 — REQUESTS (SUPPLEMENTAL TO OUR JUNE 29, 2026 APPEAL)

1. That the Board treat the pre/post-swap consumption comparison in Part 2 as direct, controlled evidence supporting our position that meter [REDACTED] was overcounting consumption.
2. That the meter accuracy test ordered by the DRO include independent testing by Measurement Canada, not solely NS Power's own accredited shop, given the conflict of interest already raised in our original appeal.
3. That NS Power disclose and explain the diagnostic code change on meter [REDACTED] (rH05555 → rH0455) recorded July 3, 2026, and its relevance, if any, to the meter's accuracy or to the scheduled test.
4. That NS Power produce its outage records for July 3, 2026 for our service address and confirm the duration of the outage, for comparison against both meters' logged consumption during that window.
5. That new meter [REDACTED]'s readings be used as the going-forward billing baseline, without prejudice to our dispute over the historical readings recorded by meter [REDACTED].
6. That all relief requested in our original June 29, 2026 appeal — including recalculation of billing since 2021, a determination on refund of the \$4,750.00 paid during the disputed period, and an explanation of the rate code discrepancy — remain before the Board and be considered together with this supplemental evidence.

DOCUMENTS ATTACHED TO THIS SUPPLEMENTAL LETTER

7. Meter Swap Documentation — photographs/notes of removal of meter #2047502 (final reading 151,753 kWh) and installation of meter [REDACTED] July 8, 2026
8. Post-Swap Meter Readings — meter [REDACTED] readings, July 8–July 9, 2026
9. Outage Report — time-stamped photographs of meters #2047502 and #2047503 before (7:41 PM) and after (11:34 PM) the July 3, 2026 outage, and confirmation of outage reports to NS Power's automated line at 8:10 PM and 8:30 PM
10. Updated Neighbour and Batch Comparison — readings across meters [REDACTED]

This letter is being submitted simultaneously to the Nova Scotia Energy Board and to NS Power Customer Relations, referencing NSEB Appeal Reference 2 [REDACTED]

We appreciate the Board's continued and urgent consideration of this matter given the significance of this new evidence.

Sincerely,

Kevin Scott Lepage

Ann Leslie-Thorne (Fran Leslie)

Joint Account Holders — Account #1799748-7

[REDACTED]

[REDACTED]

EXHIBIT — OUTAGE EVIDENCE PHOTOGRAPHS

Neighbouring meter [REDACTED] photographed before and after the July 3, 2026 power outage. Account [REDACTED], Bedford NS | NSEB Appeal Reference 260703001



Pre-outage — July 3, 2026, 7:41 PM
Meter [REDACTED] (neighbour): d1 = 49,503 kWh



Post-outage — July 3, 2026, 11:34 PM

(neighbour): d1 = 49,505 kWh (+2 kWh recorded during outage)

ATTACHMENT 2

DRO Final Decision & Correspondence

Complete chronological email record, June 22-24, 2026



ATTACHMENT

DRO Final Written Decision & Subsequent Correspondence

Account [REDACTED] — [REDACTED]

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

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

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

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

nspdisputeresolution@gmail.com

Kevin Lepage; 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] Customer 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 5 — DRO Final Written Decision

From: nspdisputeresolution@gmail.com

Sent: June 23, 2026 4:02 PM

To: Kevin Lapage

Subject: 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

After review and consideration of all of the following and attached, my Final Written Decision in the matter follows.

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.

Your Dispute in summary is: that you have service from N.S.Power at [REDACTED] Bedford NS, for 7); that you "dispute the accuracy of billing on my account [REDACTED] Bedford NS, for the period of April 2025 through present."; that your 15 June bill (copy attached) was \$1044.07 / 5063 Kwh; that your April 2026 bill was 1505.33 / 7672 Kwh; that your Feb 2026 bill was \$1664.78 / 8451 Kwh; that you indicate "My account reflects dramatic and unexplained usage spikes beginning precisely at the time of the breach"; that you "do not accept that this balance accurately reflects my actual energy consumption"; that your June, Aug, and Dec 2025 bills were based on estimated meter readings (reading record attached – "U" means unread); that your April and Oct 2025 and Feb 2026 bills were based on actual meter readings; that once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled (see more detailed explanation below); and that your current full outstanding balance is therefore accurate.

Board approved Regulations relevant to this matter are 5.1 and 6.4 – copy attached.

Specific bills can be other than expected if they are based on estimated – as opposed to actual – meter readings. 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 of 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.

Once an actual meter reading is obtained following estimated meter readings, all estimation error is reconciled.

Final Written DRO Decision: In the context of Board approved Regulation 5.1, N.S.Power has appropriately billed the Customer for service to 38 Aspenhill Crt (Account # [REDACTED])

This Decision can be issued in conventional letter form, via regular mail, upon request.

You may appeal this decision to the Nova Scotia Energy Board (NSEB) if you wish; their contact information is: P.O. Box 1692, Unit M, Suite 300, 1601 Lower Water St. Halifax, N.S., B3J 2S3; Email - board@novascotia.ca; Telephone - 902-424-1332, Toll Free in NS: 1-833-809-0040; Fax - 902-424-3919

Don Farmer, P.Eng.

Dispute Resolution Officer

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 [REDACTED] for accuracy and report test results to their Customer.

Don Farmer, P.Eng.

Dispute Resolution Officer