

From: [REDACTED]
To: [Carley Freeman](#)
Cc: [Murray, Kathleen](#); [Ross, Jennifer](#); [Forsey, Lisa](#); [Reiner, Sofia](#); [Wallace, Lisa](#); [Podolyako, Maryna](#); [Penney, Nicole](#)
Subject: Re: Darlene Gillis Meter Test Results
Date: September 2, 2026 2:58:17 PM

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

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

This is very frustrating and I keep repeating myself. Systems can be wrong they're not always right and not perfect. People are not perfect and not always right and they invented and built these systems. Every system has a glitch or a problem. I'm receiving one of these problems but nobody's listening or wanting to admit that. To me this seems like a money grab since the Cyber attack and a lot of people are paying when they can't afford it. I will take legal action if needed and I already spoke to somebody and going from last bill that I received it does not State anywhere on it that it's for previous used kilowatts or service it's only from December 22nd 2025 to April 24th 2026. Saying 120 days. No previous days that I should have been billed for. And for one person that did a few upgrades to make it more energy efficient living there would have to have every light on every socket filled with something in order to use that much kilowatts in 4 months. Improve the showing that there's three people in that house now and for a 4-month period have only used around 3,000 KW for 4 months. So that shows there's something not right.

Last bill I was sent was from December 2025 to April 2026 4-month period saying I used over 15,000 KW in those four months for one person living in that house. You're saying meter was just tested and saying it's correct but for three people living in that house from April till the end of August September whenever it was done is saying there was around 3,000 KW used for three people in the house. How's that possible. Something is not adding up. Why would a single person living in a house and burn 15,000 kilowatts in 4 months and three people burn only 3,000 kilowatts in 4 months why can't anybody see there's something wrong. The last bill States again from December 22nd to April 24th. Doesn't state on it anywhere that it's for any other time period or any other accumulated kilowatts in the past which it shouldn't. So this is not adding up. I will pay again what I know I owe and you can take that from previous years when the rates were higher so I'd still be paying more cuz nothing has changed and that household I said now there's more people living in it and they go watch it lower. Again it doesn't add up makes no sense and I don't why nobody's seeing that.

Get [Outlook for Android](#)

From: Carley Freeman <Carley.Freeman@nspower.ca>

Sent: Wednesday, 02 September 2026 14:34:03

To: [REDACTED]

Cc: Murray, Kathleen <Kathleen.Murray@nspower.ca>; Ross, Jennifer <Jennifer.Ross@nspower.ca>; Forsey, Lisa <Lisa.Forsey@nspower.ca>; Reiner, Sofia <Sofia.Reiner@nspower.ca>; Wallace, Lisa <lisa.wallace@novascotia.ca>; Podolyako, Maryna <maryna.podolyako@novascotia.ca>; Penney, Nicole <nicole.penney@novascotia.ca>

Subject: Darlene Gillis Meter Test Results

Good afternoon,

Please see attached on behalf of NS Power, filed today with the NSEB.

Kind regards,

Carley Freeman ([she/her](#)) | Paralegal, Regulatory Affairs | **Nova Scotia Power**

1223 Lower Water Street, Halifax, NS B3J 3S8 | L6B

E: carley.freeman@nspower.ca

www.nspower.ca

We acknowledge that we live and work in Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq people. In Nova Scotia we recognize that We are All Treaty People.



Canada Anti-Spam Law Notice – To stop receiving commercial electronic messages from us, please forward this email to unsubscribe@nspower.ca with the word “unsubscribe” in the subject line. | Nova Scotia Power | 1223 Lower Water Street, Halifax NS B3J 3S8 | www.nspower.ca

Confidentiality Notice - The email communication is considered confidential and is intended only for the recipient(s). If you received this email in error, please contact the sender and delete the email. Unauthorized disclosure or copying of this email is prohibited.

Attachment Limits - Emera will not accept email larger than 50MB or emails containing high risk attachments like ZIP, EXE or others that could contain viruses. If you have a business need to send such an email, please contact the recipient for instructions.