

**From:** Ken McPhee [REDACTED]  
**Sent:** Thursday, August 6, 2026 12:13 PM  
**To:** Carley Freeman <Carley.Freeman@nspower.ca>  
**Subject:** Re: M12980 - McPhee DRO Appeal - Response

**\*\*Exercise Caution** - This is an external email [REDACTED]  
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to submit for review.\*\*

Thank-you for trying to explain my bill, but I do not agree with your calculations, and want a detailed explanation of [REDACTED]

- I lived in unit 20 (which was changed to 19), when I was told by the landlord what to tell NSP, which I did
  - My unit was small with a small kitchen, bathroom and bedroom, maybe 200 sq.ft
  - The owner changed the numbers in the unit twice, once to 14A and then to 19
  - The other unit was larger and consisted of two adults and a child
  - The first bill was for \$238.28 which I paid for a total of 747kwh
  - In January the tenant in #20 told me that our meters were mixed up and that I was paying the wrong amount.
  - I never did receive a bill from December 5, 2025 to January 28, 2026
  - If I was billed against wrong meter how could a single person in a small unit use more kwh than a couple with a child in a larger unit
- If my Dec. Bill was for 747kwh and was from wrong meter, my usage should have been less.
- NSP states that they credited \$185.84 to my account
- If my usage was less than the 747kwh for this period 58 days, how is it possible to tell me that I used 3105 kwh for 112 days, when during that period I spent ten days away from the unit while seeking an apartment in Sydney.
- In 2024-25 I spent 8 1/2 months in a much bigger unit with a washer and dryer and air exchanger, [REDACTED] and total time there was 256 days and 2274kwh at a rate of .17703 and .18094, A total bill of \$640

- Now you're telling me that for 4 months at [REDACTED], with no washer dryer, no air exchanger, apartment half the size [REDACTED], I used 3307kwh, while I spent at least 15 days away from the unit. [REDACTED] 256 Days in 8 1/2 months, [REDACTED] days in 4 months and spent at least 15 days away, do actually was 97 days
- Guysborough 2274kwh, \$640, [REDACTED] 3105kwh
- Please explain how this is possible, when the Canadian average daily household use is 30 kwh a day
- Before I pay another cent, I want the actual bills for [REDACTED], with actual meter readings for the unit I lived in at [REDACTED]. It seems that I was paying for both units.
- The meter screw-up was NSP problem not the consumer
- There is no way that I could possibly use those hours in 4 months
- With the credit from the first bill of \$238, I am being told that I still owe \$717 for [REDACTED]  
[REDACTED]
- Also, I called for a hook-up for the end of January, not January 21, as the owner was

still working in the unit at the time.

Please check your work and make corrections and if no corrections, a total explanation of 3307 kwh, when the average Canadian home owner is 30 kwh per day

NSP rates are high enough, without being charged for hours used that someone guested at.

Thank-you

I await your reply