

From: Stephanie Jamieson [REDACTED]

Sent: October 9, 2026 1:21 PM

To: Reiner, Sofia <Sofia.Reiner@nspower.ca>

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Subject: Re: M13097 - NSPI to NSEB Stephanie Jamieson DRO Appeal - Reply

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

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Hi Lisa,

I have reviewed Nova Scotia Power's response and the attached documentation. I appreciate the opportunity to provide a reply.

After reviewing NS Power's response, I understand its explanation that the estimated meter readings from May and July 2025 were reconciled when an actual reading was obtained in September 2025. I am not suggesting that the 179-day billing period alone proves that I was overcharged.

However, I feel that several of the main concerns raised in my appeal remain unanswered. I would also like the Board to consider the broader issue of NS Power's responsibility to its customers when its own systems or procedures fail.

1. My original Equal Billing amount and the missed reviews

My Equal Billing amount was \$100 per month. This was the amount I had been budgeting for and paying toward my electricity costs.

NS Power acknowledges that the scheduled Equal Billing reviews in July 2025 and January 2026 did not take place because of the cyber incident. However, its response does not explain what my monthly amount would have been at either review, based on the information available at the time, or how the missed reviews affected the balance that eventually accumulated.

NS Power's explanation of its original calculation refers to a monthly amount of \$166, but the calculation it provides arrives at \$157.74. It does not clearly explain this discrepancy or reconcile these figures with my \$100 monthly Equal Billing amount.

I am asking for a clear, documented explanation of how my \$100 monthly amount was established, how it changed over time, and what the missed reviews would have recommended.

2. Different monthly payment figures

I have been given different figures for my monthly electricity costs and proposed payment arrangements, including \$345, \$354, \$385 and \$401 per month. NS Power's proposed arrangement refers to \$401 for ongoing usage and \$427 per month when repayment of the outstanding balance is included.

I would appreciate a clear breakdown reconciling these amounts and explaining the basis for each figure. As a customer trying to understand and manage a substantial unexpected

balance, receiving different figures without a clear explanation has made it difficult to understand what I am actually expected to pay and why.

3. NS Power's responsibility to its customers

I believe this aspect of my complaint deserves particular consideration.

NS Power acknowledges that its scheduled Equal Billing reviews did not occur because of the cyber incident. I understand that a cyber incident can cause significant operational difficulties. However, I do not believe that the existence of those difficulties removes the importance of communicating clearly with customers, following established procedures where possible, explaining when those procedures have not been followed, and taking responsibility for the consequences.

The purpose of Equal Billing is to provide customers with a more predictable way to manage their electricity costs. I relied on my \$100 monthly amount to budget for my household. Had the scheduled reviews occurred, I would at least have expected to receive an updated assessment of my payments and an explanation of any increase that was necessary. Instead, a substantial balance accumulated, and I was left trying to understand how it had happened after the fact.

What has also been upsetting is that NS Power's response does not appear to acknowledge the impact this situation has had on me, or express regret for the missed reviews and the lack of clarity surrounding my account. Its response focuses on defending the billing and offering repayment arrangements, but does not meaningfully address its own role in the failure to carry out the scheduled reviews or the customer communication that should accompany such a failure.

NS Power is the only electricity provider available to me in Nova Scotia. I cannot simply choose a competing electricity provider if I am dissatisfied with its billing practices or customer service. This makes transparent communication, accountability and fair treatment particularly important. As a customer, I have very limited choice, and I depend on NS Power to manage my account responsibly and to explain its decisions clearly. I am not suggesting that I should not have to pay for electricity I have used. I am asking that the Board consider whether it is fair for a customer to bear the consequences of missed reviews and inadequate explanations without a meaningful accounting of what went wrong, how it affected the account, and what responsibility NS Power accepts for that failure.

4. The increase in electricity consumption

The actual meter readings show substantially higher winter electricity consumption in 2025–2026 than in the previous winter. I understand that the installation of my heat pump, weather and other factors may affect consumption, and I am not claiming that the EnerGuide assessments alone prove the bills are incorrect.

Nevertheless, I would appreciate consideration of whether the increase has been adequately explained and whether the available consumption information has been properly reviewed.

5. Request for the Board's consideration

I have now made all payments totalling over \$3,800 to continue my ongoing service and my outstanding balance is now at \$0.00. I have made these payments because I want to address the account responsibly and resolve this matter fairly.

My concern is not simply that a balance remained owing. It is that I still do not have a clear explanation of how my Equal Billing amount changed from \$100 per month, what the missed reviews would have recommended, how the different monthly figures were calculated, and what responsibility NS Power accepts for the failure to carry out its scheduled procedures.

In light of the missed Equal Billing reviews, the resulting uncertainty surrounding my account, and the lack of meaningful acknowledgment of NS Power's role in this situation, I would also ask that an appropriate account credit or other form of relief be considered. I understand that I remain responsible for electricity I have used, but I believe it is fair to ask whether a credit is warranted in recognition of the failures in the billing review process and the impact these have had on me as a customer.

If the Board does not have the authority to award such a credit or compensation directly, I ask that this concern be noted and that I be advised of any appropriate avenue for seeking that relief from NS Power. I would appreciate consideration of a fair resolution that addresses not only the outstanding billing questions, but also NS Power's responsibility for the way this matter was handled.

I respectfully ask the Board to consider these outstanding questions when reviewing my appeal and NS Power's response, and to request any additional calculations or clarification it considers necessary. I also ask the Board to consider the importance of accountability and clear customer communication when a regulated utility's own systems or procedures fail, particularly when customers have no practical alternative provider.

Thank you for your time and consideration.

Kind regards,

Stephanie Jamieson