

From: AK Brar [REDACTED]
Sent: October 7, 2026 10:06 PM
To: Penney, Nicole <Nicole.Penney@novascotia.ca>
Subject: Re: M13104 - Amritpal Kaur DRO Appeal - Response

**** 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

Subject: Reply Submission in Matter M13104 – Appeal of DRO Decision (Amritpal Kaur)

Date: Oct 7, 2026

Hello,

I am writing in formal reply to the submission filed by Nova Scotia Power Inc. (NSPI) on October 7, 2026 (Exhibit K-4) regarding my appeal under Matter M13104. I respectfully request that the Board review the DRO's decision and consider ruling in my favor based on the following critical points:

1. Household Context and Equal Billing Reliance:
As a 2-person household in a 1-bedroom apartment with a single income, we never expected utility bills of this magnitude. We relied entirely on equal billing as a predictable budgeting tool, trusting that NSPI would actively monitor the account and notify us if payments were insufficient.
2. Missed 6-Month Reviews and Flawed Estimations:
Instead of performing the required 6-month checks to catch and adjust discrepancies early, NSPI allowed a massive balance to accumulate unchecked behind our fixed payments (as shown in my attached May 2025 and 2026 bills). Passive numbers printed in fine print on monthly statements do not excuse NSPI's failure to conduct timely semi-annual reviews.
3. Supporting Evidence Attached:
Please find attached copies of my power bills, illustrating the unmanageable balance accumulation over time.

Conclusion:

Because NSPI's failure to perform timely 6-month reviews caused this unmanageable balance to quietly accumulate, I respectfully ask the Board to grant relief by ordering a credit or reduction on my account balance.

Sincerely,

Amritpal Kaur

Current address: [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

NS POWER Account Number: [REDACTED]



Nova Scotia Power Inc.
PO Box 848, Halifax Nova Scotia B3J 2V7
Any questions? Please call us at 1-800-428-6230
Weekdays 8am-6pm
www.nspower.ca

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Web Access #



Sign up for
paperless billing at
[nspower.ca/
paperless](http://nspower.ca/paperless)

Account Number [REDACTED] Amount due Jan 29 **\$609.42**

AMRITPAL KAUR
Service address



Domestic
Service from Oct 28 to Dec 24, 2024

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
[REDACTED]	02B	57	53405.25	50343.32	1	3062

Your meter was read on Dec 24, 2024

Billing date Dec 30 Includes payments received by Dec 30

Amount owing from last bill	565.37	
Payment received Nov 22 - Thank you	-183.55	
Payment received Dec 17 - Thank you	-381.83	
Balance owing after last payment		-\$.01

Energy charges:

Base Charge \$19.17/month	38.34	
Energy 3062 kWh x \$0.17703	542.07	
Total energy charges		580.41

Other charges

Tax: HST (11931 4938 RT)	87.06	
Provincial Rebate	-58.04	
Total other charges		29.02

Total amount due **\$609.42**

Amount due Jan 29, 2025 **\$609.42**

Interest on overdue amounts is calculated at 1.5 % per month
or part thereof (19.56%) per annum).

Your average cost of
electricity during this
period was \$10.18
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Dec 24	3062	57	53.7
Oct 24	943	26	36.3

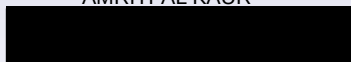


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Account Number [REDACTED] Amount due Jan 29 **\$609.42**

Enter payment amount

AMRITPAL KAUR



For Electronic
Payments Only





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Web Access #

[REDACTED]

Billing process
update:
nspower.ca/billing

Account Number [REDACTED] Equal Bill Amount due Feb 18 **\$542.00**

AMRITPAL KAUR
Service address

Domestic

[REDACTED]

Billing date Jan 29 Includes payments received by Jan 29

Amount owing from last bill	2,828.48
Payment received Jan 06 - Thank you	<u>-350.00</u>
Balance owing after last payment	\$2,478.48
Total energy charges	.00

Other charges	
Total other charges	.00

Total Account Balance	\$2,478.48
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Equal Bill: Owing \$363.00	Current \$179.00	Due	\$542.00
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IMPORTANT: We are not applying late fees or penalties on outstanding balances. Learn more nspower.ca/billing

IMPORTANT: Your monthly payment amount will remain the same. We will review your account by July, when we have additional usage data to determine if your payment amount needs to be updated. If you have had changes in your usage, you can request a payment reset. Learn more at nspower.ca/billing.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Dec 25	3632	62	58.6
Oct 25	4072	182	22.4
Aug 25	847	62	13.7
Jun 25	978	64	15.3
Apr 25	4613	58	79.5
Feb 25	5734	63	91.0



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Account Number [REDACTED] Equal Bill Amount due Feb 18 **\$542.00**

Enter payment amount

[REDACTED]

AMRITPAL KAUR

[REDACTED]

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[REDACTED]



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Web Access #

[REDACTED]

Billing process
update:
nspower.ca/billing

Account Number [REDACTED] Equal Bill Amount due May 19 **\$679.00**

AMRITPAL KAUR
Service address

[REDACTED]

Domestic
Service from Feb 26 to Apr 27, 2026

Meter number	Rate code	No. of days	New meter read	Last meter read	Multiplier	kWh used
[REDACTED]	02B	60	83269.34	78755.00	1	4514

Your meter was read on Apr 27, 2026

Billing date Apr 29 Includes payments received by Apr 29

Amount owing from last bill **3,166.23**
Balance owing after last payment **\$3,166.23**

Energy charges:

Base Charge \$19.17/month 38.34
Energy 4514 kWh x \$0.18187 820.96
Total energy charges **859.30**

Other charges

Tax: HST (11931 4938 RT) 120.30
Provincial Rebate -77.34
Total other charges **42.96**

Total Account Balance **\$4,068.49**

Equal Bill: Owing \$500.00 Current \$179.00 Due **\$679.00**

IMPORTANT: We are not applying late fees or penalties on outstanding balances. Learn more nspower.ca/billing

Your average cost of
electricity during this
period was \$14.32
per day before taxes.

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Apr 26	4514	60	75.2
Feb 26	5473	64	85.5
Dec 25	3632	62	58.6
Oct 25	4072	182	22.4
Aug 25	847	62	13.7
Jun 25	978	64	15.3
Apr 25	4613	58	79.5



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Account Number [REDACTED] Equal Bill Amount due May 19 **\$679.00**

Enter payment amount

[REDACTED]

AMRITPAL KAUR

[REDACTED]

For Electronic
Payments Only



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Web Access #
4614688-2

Account Number [REDACTED] Equal Bill Amount due Jul 14 \$358.00

AMRITPAL KAUR Domestic
Service address [REDACTED]

Cyber incident
update:
visit nspower.ca

Billing date May 29 Includes payments received by May 29

Amount owing from last bill 1,708.33
Balance owing after last payment \$1,708.33
Total energy charges .00

Other charges
Total other charges .00

Total Account Balance \$1,708.33

Equal Bill: Owing \$179.00	Current \$179.00	Due	\$358.00
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Interest on overdue amounts is calculated at 1.5 % per month
or part thereof (19.56%) per annum).

Past electric use:

Bill date	Energy used	No. of days	kWh per day
Apr 25	4613	58	79.5
Feb 25	5734	63	91.0
Dec 24	3062	57	53.7
Oct 24	943	26	36.3



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Account Number [REDACTED] Equal Bill Amount due Jul 14 \$358.00

Enter payment amount

For Electronic Payments Only