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Sent: October 16, 2026 3:32 PM
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Subject: Re: M13108 - NSPI to NSEB Kate Strong DRO Appeal - Reply

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Re: M13108-DRO Appeal-Kate Strong

FYI A customer Care representative was contacted by ME, not the other way around.

When I contacted NSPI customer service to inquire about the substantial increases to my billing, the first fellow I talked with suggested the head in my basement should have been running on dry mode, not heat. This is after I told him I only used one of my heat pump head in the basement over the winter months into Spring to keep any damp feeling out. The heat setting was set at 64-65 degrees fahrenheit. I was told by the heat pump installer to only use dry mode occasionally eg. if windows fogged over. The rep did pause our conversation to check this out and when he returned to my call, he agreed with me. He then transferred me to a gal to try to figure out the usage increase.

She tried to tell me my heat pump would definitely double or more than double my power usage, The issue with that statement is that I didn't use the heat pump except in the basement. Only using one of four heads all that time.

I contacted my heat pump supplier to tell them what your care rep said and they were adamant that the heat pump would not double my power usage, especially the way I was using it so little.

When the gal asked if I was using something different/new now compared to previous years I mentioned, jokingly that I had a small air fryer that I use occasionally and the gal said that would double my power usage. "I RECEIVED THIS LITTLE FRYER **JUNE 12,2026**".

Thus it has very little to do with my appeal. Did she really expect me to believe this appliance was worse than using an oven and cause a double usage bill??

Does NSPI have recordings of phone calls??? When I did call NSPI regarding this issue, the recording stated the call may be recorded. It seemed to me that the reps were using any excuse they could come up with.

April - August of 2026 Use of the heat pump in the basement stopped by June. The air conditioning was used in the living room for part of three days only.

During 2024 I had another adult living here temporarily and my power consumption was staying reasonable. Yet my consumption while living alone, in April to August 2026, doubled. I cannot understand this at all and **continue to dispute the billing**.

I obviously am just trying to find out why the readings were so out of line for this house. I know people with two adults in their houses, use dryer, oven, electric appliances a lot more than me and yet their bills are similar to what NSPI is wanting to charge me. They also have attached garages and shops. My house does not have a footprint the size of theirs. I cannot understand this and would certainly like to have a proper investigation/explanation into this matter. Sincerely

Kate Strong