

May 28, 2025

[REDACTED]

Jennifer Eaton

[REDACTED]

Dear Complainant:

M12298 – Nova Scotia Power Inc. – Complaint by Jennifer EATON – Land Access Issues

This will acknowledge receipt of your complaint received by the Board on May 27, 2025.

The Board wishes to advise that the Board's role in resolving customer complaints is limited to determining whether the utility has properly followed and applied the Board's approved regulations in its dealings with customers. The Board does not act as mediator, nor does the Board order financial payment by either party. Such matters are left to such legal avenues as the parties may wish to pursue.

A copy of the complaint and all associated materials will be provided to NS Power. The NS Power contact information is as follows:

Blake Williams
Regulatory Counsel
P O Box 910
Halifax NS B3J 2W5
Phone: 902-428-6435
Fax: 02-428-6542
Email: blake.williams@nspower.ca

You are further advised that information regarding complaints filed with the Board is a matter of public record and, while the Board will redact all personal identifiers from its published documents, they can be accessed by others through the Board's public website and in an un-redacted format at the offices of the Board.

The evidence you file in support of your complaint will also be a matter of public record unless you request that the Board hold some or all of the evidence in confidence. To do that, you must apply to the Board in writing pursuant to *Regulatory Rule 12*, a copy of which is attached to this letter. The evidence will, in any case, be made available to NS Power to allow the complaint to be properly addressed.

By copy of this letter, the Board requests NS Power to file a response with the Board to the enclosed complaint on or before **2:00 PM on Wednesday, June 11, 2025**, including any supporting information and comments NS Power wishes the Board to consider. NS Power must also provide a copy of their response to you.

Upon receipt of NS Power's response, the Board requests you file any comments you may have to that response within **10 business days**, should you wish to do so. You must also provide a copy of your response to NS Power.

After all correspondence has been received, the evidence portion of the complaint will be closed. The Board will review the information provided and will contact the parties should any further information be required. A decision of the Board will follow in due course.

If you have any questions concerning this matter, please feel free to contact the Board.

Yours truly,



Lisa Wallace
Chief Clerk of the Board

c. NSPI

