

From: 
To: [Penney, Nicole](#)
Cc: [Wallace, Lisa](#); [MacDonell, Rianne](#); [Mersey, Janice](#); [Jiang, Chris](#)
Subject: Re: M12298 NSPI to NSEB Eaton Customer Complaint - Reply
Date: July 9, 2025 3:04:46 PM

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I apologise for the late reply. I was away on holiday and just got back, because my father was in hospital. This is the first day I have had to look over personal matters.

I do understand that many years ago, the Walker property had power. However, this has not been true for at least 2 decades, perhaps longer, and was certainly not a factor when the property was purchased in 2009.

The old transformer had not been replaced at the time of connection, in fact Mr. Walker himself confirmed that the workers had stated that the transformer was very old and should be replaced at some point. From the time of the property purchase, there have been no wires left that ran to the old power poles and connected to the Walker house. It was not a like for like replacement.

I'm not sure if there is other information that I can provide. Please let me know if there is something specific that would be helpful.

Thank you for pushing this forward.

Jennifer

On Friday, July 4, 2025 at 03:41:36 p.m. ADT, Penney, Nicole <nicole.penney@novascotia.ca> wrote:

Good afternoon,

This is a follow up to the Boards e-mail sent on June 19, 2025.

Ms. Eaton, the deadline to respond to the utilities reply was **Thursday, July 3, 2025**. The Board has yet to receive a response.

Kindly respond no later than close of business on **Tuesday, July 8, 2025**.

Thank you,

NICOLE PENNEY (she/her)

Administrative Assistant to Lisa Wallace, Chief Clerk of the Board

Nova Scotia Energy Board

T 902 424 1332

TF 1 833 809 0040



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Thank you.

From: Penney, Nicole

Sent: June 19, 2025 2:16 PM

To: Russell, Krysta <Krysta.Russell@nspower.ca>; [REDACTED]

Cc: Wallace, Lisa <Lisa.Wallace@novascotia.ca>; Mersey, Janice <Janice.Mersey@novascotia.ca>; Williams, Blake <Blake.Williams@nspower.ca>; Lanteigne, Chris <Chris.Lanteigne@nspower.ca>; Murray, Kathleen <Kathleen.Murray@nspower.ca>; Forsey, Lisa <Lisa.Forsey@nspower.ca>; Power, Jennifer <Jennifer.Power@nspower.ca>; Karanja, June <June.Karanja@nspower.ca>

Subject: M12298 NSPI to NSEB Eaton Customer Complaint - Reply

Good afternoon,

This will acknowledge receipt of reply regarding the above complaint received by the Board on June 18, 2025. It has been directed to the Board and staff and posted as Exhibit E-2 in Matter No. M12298 on the Board's public website.

Ms. Eaton's attention is drawn to the due date of **Thursday, July 3, 2025**, for a response.

Thank you,

NICOLE PENNEY (she/her)

Administrative Assistant to Lisa Wallace, Chief Clerk of the Board

Nova Scotia Energy Board

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Thank you.

From: Russell, Krysta <Krysta.Russell@nspower.ca>

Sent: June 18, 2025 11:36 AM

To: [REDACTED]

Cc: Penney, Nicole <Nicole.Penney@novascotia.ca>; Wallace, Lisa <Lisa.Wallace@novascotia.ca>; Mersey, Janice <Janice.Mersey@novascotia.ca>; Williams, Blake <Blake.Williams@nspower.ca>; Lanteigne, Chris <Chris.Lanteigne@nspower.ca>; Murray, Kathleen <Kathleen.Murray@nspower.ca>; Forsey, Lisa <Lisa.Forsey@nspower.ca>; Russell, Krysta <Krysta.Russell@nspower.ca>; Power, Jennifer <Jennifer.Power@nspower.ca>; Karanja, June <June.Karanja@nspower.ca>

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Ms. Eaton,

Please see attached on behalf of NS Power, filed today with the NSEB.

Regards,

Krysta

Krysta Russell | Administrative Assistant – Regulatory Affairs | **Nova Scotia Power**

1223 Lower Water Street, Halifax, NS B3J 3S8 | L6B

T: 902-428-7165 | **E:** krysta.russell@nspower.ca

www.nspower.ca

We acknowledge that we live and work in Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq people.



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