

From: [REDACTED]
To: [Nakhatovych, Maryna](#)
Cc: [Wallace, Lisa](#); [Nguyen, Anh](#); [Cavanaugh, Marina](#)
Subject: Re: M12471 - Response Deadline to NSPI Submission
Date: October 1, 2025 4:09:06 PM

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

Exercice caution when opening attachments or clicking on links / Faites preuve de prudence si vous ouvrez une pièce jointe ou cliquez sur un lien

Well, I do not think NS Power has taken my complaint very seriously considering I received a reminder notice TODAY (Oct 1) regarding the outstanding balance owed (see attached). If this situation was resolved, why am I required to continue to address this issue? My main concern is my account was closed. They state due to an 'administrative error' my account was reactivated and charged... why was a closed account allowed to be reactivated without the customer's knowledge. It's obviously still active even today as I am getting a reminder, so they have done nothing on their end to ensure my account is closed - even after my complaint. This is ridiculous and I am not happy to have to continue to fight a charge I have no responsibility for. Will it be going to collections next, when I don't pay? These platitudes don't mean anything if the problem persists - I would like to know how often this happens to others? I want my account closed and they said they can't do that. That is unacceptable.

Chantelle Murphy

Sent from my Bell Samsung device over Canada's largest network.

From: Nakhatovych, Maryna <Maryna.Nakhatovych@novascotia.ca>
Sent: Thursday, September 25, 2025 3:18:09 p.m.
To: [REDACTED]
Cc: Wallace, Lisa <Lisa.Wallace@novascotia.ca>; Nguyen, Anh <Anh.Nguyen@novascotia.ca>; Cavanaugh, Marina <Marina.Cavanaugh@novascotia.ca>
Subject: M12471 - Response Deadline to NSPI Submission

Good afternoon,

Please be advised that you have **10 business days** from the date of this email to provide your response to the NSPI submission.

Kindly ensure that your response is submitted within this timeframe to avoid any delays in the process.

Should you have any questions or require further clarification, please do not hesitate to

reach out.

Regards,

MARYNA NAKHATOVYCH

Administrative assistant

Nova Scotia Energy Board

T 902 424 1332

TF 1 833 809 0040



Statement of Confidentiality

This message (including any attachments) may contain private or protected information meant for a specific person or organization. If you received this by mistake, please let the sender know, do not communicate the content, and delete the email from your system. Thank you.



home@nspower.ca
To You

9:02 a.m.
⋮



Just a reminder

Just a reminder that your power bill payment is due
10/06/2025 for account [REDACTED]

Amount due:
\$231.38

Have you already made a payment? Login to MyAccount to
view your current balance.



Direct withdraw using MyAccount is a convenient and
secure way to pay your power bill with the click of a mouse.

Or click [here](#) to view the other secure and convenient ways
you can pay your bill.

Thank you for choosing to receive your bill online.