

January 12, 2026

Lisa Wallace  
Chief Clerk of the Board  
Nova Scotia Energy Board  
1601 Lower Water Street, 3rd Floor  
Halifax, NS B3J 3S3

**Re: M12471 – Customer Complaint – Chantelle Murphy – Extension Request**

Dear Ms. Wallace:

On December 23, 2025, the Nova Scotia Energy Board (NSEB, Board) directed Nova Scotia Power Inc. (NS Power, Company) to file IR responses to a General Complaint submitted by Chantelle Murphy. The Board established a due date of January 13, 2026, for the responses.

NS Power is in the process of compiling its responses but requires additional time to do so. As such, the Company respectfully requests that the due date for the Chantelle Murphy Complaint IR responses be extended to January 20, 2026, with the understanding that if the Company is able to complete and submit it before that date, it will do so.

If you have any questions or require any additional information with respect to this request, please contact the undersigned.

Kind regards,



Kathleen Murray  
Regulatory Counsel