

October 7, 2025

[REDACTED]
Pratima Devichand
[REDACTED]

Dear Appellant:

M12484 – NSPI DRO Appeal – Solar Energy Consumption Dispute – Pratima Devichand

Receipt is acknowledged of your Notice of Appeal and a copy of the decision of Don Farmer, the Dispute Resolution Officer (DRO), dated August 19, 2025, that was received by the Board on September 22, 2025.

Board member Darlene Willcott, LL.B., has reviewed the information provided.

As set out in Mr. Farmer's decision, customers may appeal a decision of the DRO within 12 days of receipt of the Final Written Decision. Article 6.4(4) of the *Nova Scotia Power Regulations* states as follows:

The Dispute Resolution Officer shall consider both sides and after review, render his decision promptly. The customer has 12 days from notification of the decision to appeal, in writing, to the Board. No disconnection in relation to a disputed bill shall be made until twelve days after the decision of the Dispute Resolution Officer is given and the customer is notified thereof.

The Notice of Appeal was required to be filed by September 2, 2025, which is 12 days after August 19, 2025 (the 12th day was August 31, but that was a Sunday and Monday was Labour Day). The Notice of Appeal was received after the time period set out in the Regulations.

If you would like the Board to consider an extension to this deadline, please provide reasons on or before October 21, 2025, as to why you could not file the appeal within the time period set out in the Regulations.

If no further communication is received from you by October 21, 2025, this matter will be considered closed.

If you have any questions regarding the appeal process, please do not hesitate to contact me.

Yours very truly,

Lisa Wallace

Lisa Wallace
Chief Clerk of the Board

