

October 30, 2025

[REDACTED]

Tye Laframboise

[REDACTED]

Dear Complainant:

M12536 – Nova Scotia Power Inc. – Complaint by Tye Laframboise – Overhead Wires Approval

This will acknowledge receipt of your complaint and attachments received by the Board on today's date in relation to this matter.

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

Please be 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 Thursday, November 13, 2025**, and to provide a copy of the complete file, 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.

As the complainant, you will have **10 business days** to reply to NS Power's response should you wish to do so. The Board will then consider all information filed to determine if additional documentation is required to process the complaint.

In the interim, the Board would ask you to answer the following questions:

1. How are you currently served by NS Power – overhead or underground?
2. Did you or do you have an electrician assist you with your upgrade, and has your electrician been in contact with NS Power to upgrade your service to 200 amp?
3. If yes, what was NS Power's reply to that request?

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

Yours truly,

Lisa Wallace

Lisa Wallace
Chief Clerk of the Board

c. NSPI

