

From: Forsey, Lisa <lisa.forsey@nspower.ca>
Sent: February 19, 2026 11:48 AM
To: Wallace, Lisa <Lisa.Wallace@novascotia.ca>
Cc: Kirby, Eric M <Eric.Kirby@novascotia.ca>; Morgan, Adrienne <Adrienne.Morgan@novascotia.ca>; Penney, Nicole <Nicole.Penney@novascotia.ca>; Williams, Blake <Blake.Williams@nspower.ca>; Carley Freeman <Carley.Freeman@nspower.ca>; Chris Lanteigne <Chris.Lanteigne@nspower.ca>; Ross, Jennifer <Jennifer.Ross@nspower.ca>; Sofia Reiner <Sofia.Reiner@nspower.ca>; Murray, Kathleen <Kathleen.Murray@nspower.ca>; Forsey, Lisa <Lisa.Forsey@nspower.ca>
Subject: RE: M12563 NSPI DRO Appeal - Billing Issues - Beverley Burlock

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

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Good morning Ms. Wallace,

NS Power has reviewed the appellant's message regarding the non-receipt of bills for the periods of October 3 to December 2025 and December 2025 to February 2026.

As outlined in the information request responses that NS Power will file on Monday, no bill was issued in December 2025 because the customer's replacement meter, installed when the original meter was exchanged and sent for testing on October 3, 2025, was not correctly linked in the Company's Customer Information System (CIS). This CIS linkage issue prevented a bill from being generated for the period following the meter exchange. The issue has since been corrected, and the customer's February 2026 invoice reflects actual consumption from October 3, 2025 to February 17, 2026.

The Company sincerely apologizes for any confusion this may have caused.

Copies of the customer's invoices from January 2024 to present, including the February 2026 bill, are included in the confidential attachments accompanying NS Power's IR responses on Monday. For the customer's convenience, NS Power has also provided copies of these bills directly to Ms. Burlock by email.

Please let us know if the Board requires any additional information.

Regards,

Lisa Forsey