

From: Charles Howatt [REDACTED]

Sent: January 5, 2026 3:32 PM

To: Penney, Nicole <Nicole.Penney@novascotia.ca>

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Subject: Re: M12633 - Secure Submit from: Kelly Mason

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

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As NSP has informed you that they were informed multiple times about the bankruptcy. Yet they continue to this day in violation of federal bankruptcy law. They have admitted to you to this violation by sending the amount to collections which then spam called me.

Bankruptcy documents are public record therefore/ if NSP needed them for some internal reason they have access to those documents as much as anyone else. I also provided contact information to NSP for my trustee. Nsp also claims that not disconnecting the power acts as me providing consent, I have said numerous times i did not as per their own documents. you can see nervous times when I told them i didn't live there. Bankruptcy law requires that I provide new consent to which, have nsp prove i did this.

This is a monopoly bullying customers as they have always done, they should be fined by the board for violation of federal law.