

April 15, 2026

[REDACTED]

Charles Howatt

[REDACTED]

Dear Appellant:

**M12633 – Nova Scotia Power Inc. – Appeal by Charles Howatt of a Decision of the
Dispute Resolution Officer**

Further to our email dated March 3, 2026, the Board was unable to locate your responses to the Information Requests that were sent to you on Friday, February 6, 2026. Written responses to these Information Requests are necessary in order to proceed with the complaint.

If you, or your lawyer, would like additional time to respond to the Information Requests, please let the Board know by **Wednesday, April 22, 2026**.

Upon receipt of your responses, the Board will follow its usual process as set out on the Board's website. For ease of reference, the process is as follows:

- After your written complaint is filed with the Clerk of the Board, the Clerk will acknowledge receipt of your complaint and will provide a copy of it to your utility. At that point, the matter will be assigned to a Board Member for its review. The Board Member will be assisted in its review by an advisory staff member who may be in contact with you about your complaint.
- The Board Member will review the file and obtain any additional information required from you or from your utility. This request for information will normally be in the form of written questions (called Information Requests or IRs) sent by Board staff to you or to the utility. Written responses to these IRs are necessary in order to proceed with the complaint.
- The Board Member will then review the material and, based on the information provided, determine whether further investigation is warranted. If the Board decides no further investigation is warranted, a letter is sent to both parties stating the reasons for this determination.
- If, after reviewing the file material, the Board Member determines that further investigation is warranted, it shall conduct a more detailed investigation. After

reviewing the results of further investigation, the Board will determine whether a hearing is warranted and advise you and the utility by letter in advance of the hearing. Both you and the utility will be given an opportunity to file any further information which is relevant to the matter, according to deadlines set by the Board.

- In most cases, your matter will be considered by way of a paper hearing (an exchange of letters, emails, documents). In rare cases, your matter may be considered in a hearing held in person at the Board offices, or outside of Halifax, in your local town or municipality. Upon review of the information after the paper hearing or in person hearing, the Board will issue its written decision about your complaint.
- If the Board finds that you are successful in your complaint, the Board will issue an Order directing the utility to comply with the Board's directions to remedy the matter.

If you or lawyer have any questions, please do not hesitate to reach out.

Yours very truly,



Lisa Wallace
Chief Clerk of the Board

c. NSPI

