

December 18, 2025

[REDACTED]

Bonnie MacLean

[REDACTED]

Dear Complainant:

M12641 – Nova Scotia Power Inc. – Complaint by Bonnie MacLean – Billing Issues

This will acknowledge receipt of your complaint dated and received by the Board on December 18, 2025.

The Board wishes to advise that our role in resolving customer complaints is limited to determining whether the utility has properly followed and applied the Board's approved Regulations in its dealings with customers. The Board does not act as mediator, nor does the Board get involved with financial payment arrangements between parties. Such matters are left to whatever legal avenues as the parties may wish to pursue.

You should also note that the Board's jurisdiction relates to the actions of the utility up to the point where the service is provided to the customer's meter. More specifically, the Board has no authority to investigate or comment on consumption issues on the customer's side of the meter.

You are further 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 unredacted 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 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 NSPI to allow the complaint to be properly addressed.

By copy of this letter, the Board directs NSPI to file a response with the Board to the enclosed complaint on or before **January 6, 2026**. NSPI must also provide a copy of their response to you.

Upon receipt of NSPI response, the Board requests you file any response you may have to those comments with the Board **within 10 business days**. You must also provide a copy of your response to NSPI.

After all correspondence has been received, the evidence portion of this complaint will be closed. The Board will review the information provided and will contact the parties should any further information be required. A decision of the Board will follow in due course.

If you have any questions, please feel free to contact the Board at 902-424-1332 or by e-mail at board@novascotia.ca.

Yours very truly,

Lisa Wallace

Lisa Wallace
Chief Clerk of the Board

c. Nova Scotia Power Inc.

