

January 21, 2026

[REDACTED]

Russ Penner

[REDACTED]

Dear Complainant:

M12677 – Nova Scotia Power Inc. – Complaint by Russ Penner - Service Reliability

This will acknowledge receipt of your correspondence dated and received by the Board on January 16, 2026.

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 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 NSPI to allow the complaint to be properly addressed.

By copy of this letter, the Board requests NSPI to file a response with the Board to the enclosed complaint on or before **2:00 PM on Wednesday, February 4, 2026**. NSPI must also provide a copy of their response to you.

Upon receipt of NSPI's response, the Board requests you file any reply you may have to those comments with the Board within **10 business days**. You must also provide a copy of your reply 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 concerning this matter, please feel free to contact the Board.

Yours truly,



Lisa Wallace
Chief Clerk of the Board

c. NSPI

