

February 18, 2026

[REDACTED]

Brandon Smith

[REDACTED]

Dear Complainant:

M12710 – Nova Scotia Power Inc. Complaint – Service Reliability – Brandon Smith

This will acknowledge receipt of your complaint dated February 17, 2026, and received by the Board on February 18, 2026.

A copy of the complaint and all associated materials will be provided to NS Power. The NS Power contact information is as follows:

Blake Williams
Regulatory Counsel
P O Box 910
Halifax NS B3J 2W5
Phone: 902-428-6435
Fax: 02-428-6542
Email: blake.williams@nspower.ca

The Board can investigate whether NS Power is complying with the *Public Utilities Act*, any related regulations, or the utility's Board-approved Schedule of Rates and Regulations. This complaint appears to fall under that jurisdiction.

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 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 NS Power to allow the complaint to be properly addressed.

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

As the complainant, you will have **10 business days** to respond to NS Power's filing should you wish to do so. The Board will then consider all information filed to determine if additional documentation is required to process the complaint.

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

Yours truly,



Lisa Wallace
Chief Clerk of the Board

c. NSPI

