

From: Jessica Pelley [REDACTED]

Sent: March 11, 2026 10:20 PM

To: Penney, Nicole <Nicole.Penney@novascotia.ca>; Carley Freeman <carley.freeman@nspower.ca>; Wallace, Lisa <Lisa.Wallace@novascotia.ca>

Cc: Blake Williams <blake.williams@nspower.ca>; Chris Lanteigne <chris.lanteigne@nspower.ca>; Jennifer Ross <jennifer.ross@nspower.ca>; Kathleen Murray <kathleen.murray@nspower.ca>; Lisa Forsey <lisa.forsey@nspower.ca>; Sofia Reiner <sofia.reiner@nspower.ca>; Sonia Liao <sonia.liao@nspower.ca>; Wallace, Lisa <Lisa.Wallace@novascotia.ca>

Subject: Response to NS Power Submission – Matter M12714

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

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Good afternoon Ms. Wallace,

I am writing in response to the submission filed by Nova Scotia Power in relation to Matter No. M12714.

After reviewing the material provided, I would like to clarify several points and address statements that I believe do not accurately reflect my interactions with Nova Scotia Power.

First, I would like to address the characterization of my conduct during phone conversations with Nova Scotia Power representatives. I naturally speak with a strong tone; however, at no time did I yell, scream, or behave aggressively during any communication. As Nova Scotia Power records their customer service calls, those recordings will accurately reflect the nature of those conversations.

In fact, during one interaction I felt the representative was speaking over me, raising their voice, and not allowing me the opportunity to explain my concerns. At times the interaction felt dismissive and unprofessional. My intention during these calls was simply to understand the billing issue and work toward a resolution.

Second, the billing history provided by Nova Scotia Power confirms that some of the bills during the period in question were estimated rather than based on an actual meter reading. Estimated billing can result in inaccurate charges and large adjustments once an actual reading is taken. This creates situations where customers are suddenly faced with significantly higher balances that may not accurately reflect usage during the estimated periods.

The billing concerns that led to this appeal arose from this situation, and the resulting financial impact placed an unexpected burden on my household.

Throughout this process my goal has been to resolve the issue fairly and to ensure the billing on my account accurately reflects my actual electricity usage.

Given that the company records customer service calls, I respectfully request that the call recordings and full context of my communications be reviewed to ensure that my conduct and the interactions with representatives are represented accurately.

Thank you for your time and consideration in reviewing this matter.

Sincerely,

Jessica Pelley

[REDACTED]

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[REDACTED]

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