

From: Jessica Pelley [REDACTED]
Sent: April 30, 2026 8:35 AM
To: Podolyako, Maryna <Maryna.Podolyako@novascotia.ca>
Cc: Wallace, Lisa <Lisa.Wallace@novascotia.ca>; Penney, Nicole <Nicole.Penney@novascotia.ca>; Blake Williams <Blake.Williams@nspower.ca>; Carley Freeman <carley.freeman@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>
Subject: Re: M12714 NSPI DRO Appeal - Billing Issues - Jessica Pelley

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

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Good morning,

Thank you for your email and the opportunity to provide further information.

a) In terms of adjustment or partial forgiveness, I am requesting that a portion of the accumulated arrears be reduced by approximately 30–40%. The balance resulted from prolonged estimated billing and missed meter readings, which were outside of my control. I made reasonable efforts to address my account, and at no point was I made aware that the billing was inaccurate to this extent. It is not reasonable for the full financial impact of these errors to be placed entirely on me.

b) With respect to a payment plan, while I acknowledge Nova Scotia Power's offer to allow repayment without interest or penalties, the remaining balance still represents a significant financial burden. I believe a minimum of 24 months would be reasonable to allow for manageable payments without causing undue hardship.

My goal is to reach a fair and reasonable outcome that reflects both my responsibility as a customer and the impact of the billing failures that occurred.

Please let me know if any further information is required.

Sincerely,

Jessica Pelley



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