

From: Jessica Pelley [REDACTED]

Sent: March 11, 2026 10:18 PM

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

Cc: Wallace, Lisa <Lisa.Wallace@novascotia.ca>; Blake Williams
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Subject: Re: M12714 - NSPI DRO Appeal - Pelley

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

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Good afternoon Ms. Penney,

Thank you for confirming receipt of Nova Scotia Power's response in relation to Matter No.
M12714.

I will review the submitted material in full and provide my formal response prior to the
March 24, 2026 deadline.

However, after briefly reviewing the submission, I would like to address statements
contained within the internal notes regarding my conduct during phone conversations. I do
not agree with the characterization being implied. I naturally speak with a strong tone, but
at no time did I yell or scream during my communications. As Nova Scotia Power records
their customer service calls, those recordings will accurately reflect the nature of those
conversations.

In addition, during one of my interactions I felt the representative was speaking over me, raising their voice, and not allowing me the opportunity to fully explain my concerns. I also felt the interaction became dismissive and unprofessional at times. My intention during these calls was simply to resolve the billing issue and communicate clearly.

Given that these calls are recorded, I respectfully request that the recordings be reviewed to ensure the interactions are represented accurately and fairly.

I will address these and other points in my formal response to the Board.

Thank you for your time and attention.

Sincerely,

Jessica Pelley

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