

From: dlinc08 [REDACTED]

Sent: April 20, 2026 5:41 PM

To: Penney, Nicole <Nicole.Penney@novascotia.ca>; Sofia Reiner <Sofia.Reiner@nspower.ca>

Cc: Carley Freeman <Carley.Freeman@nspower.ca>; Chris Lanteigne <Chris.Lanteigne@nspower.ca>; Forsey, Lisa <Lisa.Forsey@nspower.ca>; Wallace, Lisa <Lisa.Wallace@novascotia.ca>; Podolyako, Maryna <Maryna.Podolyako@novascotia.ca>; Murray, Kathleen <Kathleen.Murray@nspower.ca>; Ross, Jennifer <Jennifer.Ross@nspower.ca>; Williams, Blake <Blake.Williams@nspower.ca>

Subject: RE: M12733 - NSPI to NSEB Response to Dave Lincoln DRO Appeal

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

Exercise caution when opening attachments or clicking on links / Faites preuve de prudence si vous ouvrez une pièce jointe ou cliquez sur un lien

Good day,

As i havent heard anything back since and it has been 30 days i was wondering if i could please be provided an update? Also is it possible to get a copy of anything NS Power has uploaded as i have uet to see a single "agreement" or anything.

Also i again got billed today 20 April 2026, by NS Power which yet again shows their non compliance with their own dispute resolution regulations. This is at least 3 times they have billed me since i have stated my dispute. If they arent held to follow their own mandates they will continue to rip people off and steal from the vulnerable. With all of the current ongoing failures of this company this is beyond unacceptable.

Thank you for your time and assistance and holding this company accountable for their clear wilful and blatant disregard for their own regulations and consumer protection laws they dont seem to care about following.

Extremely frustrated,

Disabled Veteran

Dave Lincoln

Sent from my Galaxy

Your power bill is ready to view

☆

April 20, 2026 3:37 p.m.

home@nspower.ca

Details



Your power bill summary

This summary shows what you need to pay and when it's due. If you'd like to know more, please view your bill online.

Account

Due on: [05/07/2026](#)

Amount due: \$1184.00

Account balance: \$3559.52

[Login to your online account](#)

Login to your NS Power online account to:

- View your bill
- Make a payment
- Access past bills

Our commitment to you: Billing

We know that over the past year you have had a lot of questions about the cyber incident and the [impacts on our billing systems](#).

[Here is what you can expect from your billing experience going forward.](#)

Send us a picture of your meter

If you have not had a meter read and are concerned about an estimated bill, you can take a picture of your meter display and send it to us. We'll use this information to adjust your bill based on your actual usage. [Learn more and submit a picture of your meter here >](#)

