

From: dlinc08 [REDACTED]

Sent: April 21, 2026 5:11 PM

To: Ombudsman <Ombudsman@novascotia.ca>; Energy and Regulatory Boards Tribunal <Board@novascotia.ca>

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Subject: FORMAL NOTICE: Matter M12733 – Systemic Regulatory Fraud, Procedural Unfairness, and Human Rights Violations

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

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Dear Members of the Nova Scotia Energy Board and the Office of the Ombudsman,

This letter serves as a formal notice that I am being subjected to systemic regulatory fraud and a gross denial of procedural justice by Nova Scotia Power (NSP), which is now being facilitated by the inaction of the Nova Scotia Energy Board (NSEB) and the biased conduct of the Dispute Resolution Officer (DRO).

As a **disabled veteran** relying on Veterans Affairs support, I am notifying you of the following clear violations of law and regulatory mandates that remain unaddressed despite being raised multiple times.

1. Violation of Regulation 6.5(3): Fraudulent "Agreements"

NSP has enforced a monthly charge of **\$800+**—an amount they admit is **\$300+ over my actual usage**—based on alleged "agreements." Under **Regulation 6.5(3)**, every payment agreement **must be in writing and signed by the customer**.

- **The Violation:** NSP has failed to produce a single signed agreement. Charging a customer based on a non-existent legal instrument is **regulatory fraud** and **unjust enrichment**.
- **The Board's Failure:** The Board Clerk has incorrectly stated I must pay "current bills" derived from these fraudulent arrears, directly contradicting the stay of enforcement required during a live appeal.

2. Unauthorized Third-Party Contracting & Breach of Privacy

NSP admits to establishing a financial "deal" with a third party (a former VAC employee) without my knowledge or consent. This is a violation of **Agency Law** and the **Consumer Protection Act**. No utility has the legal authority to bind an account holder to a debt through a third party without a Power of Attorney or explicit written consent.

3. Violation of Regulation 5.5: Refusal to Correct Meter Anomalies

NSP's own data shows **0.00 reads** followed by thousands of billed kWh, negative usage, and duplicate dates. Under **Regulation 5.5**, the utility is mandated to correct billing for

meter errors. The DRO's dismissal of these as "lifestyle issues" is a direct failure of his oversight mandate and demonstrates clear **administrative bias**.

4. Violation of the Nova Scotia Human Rights Act

As a disabled veteran with service-related PTSD, I have requested hardship accommodations and a billing freeze during this investigation.

- **The Law:** Under the **NS Human Rights Act**, service providers have a **Duty to Accommodate** to the point of undue hardship.
- **The Violation:** NSP's repeated threats of disconnection and the Board's insistence on payment of disputed funds constitute a failure to accommodate and the **Intentional Infliction of Emotional Distress (IIED)**.

5. Notice of Systemic Failure & Ongoing Class Action

I am officially notifying the Board that my case is part of a broader pattern of "**Billing Integrity Failure**" currently being litigated in the **Supreme Court of Nova Scotia** (MacGillivray v. Nova Scotia Power). The utility's implementation of inaccurate billing systems and its prioritization of corporate interest over consumer protection is now a matter of public and legal record.

MANDATORY DEMANDS:

1. **Immediate Billing Freeze:** Instruction to NSP to cease all collection and "current bill" enforcement until this appeal is resolved.
2. **Disclosure of Evidence:** Immediate production of **Exhibit L-7** and any signed documents NSP relies upon.
3. **Ombudsman Intervention:** I request the Office of the Ombudsman investigate the **procedural unfairness** of the DRO and the Board's failure to adhere to the 12-day stay of enforcement.
4. **Forensic Audit:** A zero-based audit of my account from 2017 to present, stripping away every cent not backed by a signed agreement.

I have defended the rights of this country; I will not allow my own rights to be trampled by a regulated monopoly and a silent Board. I expect a formal response acknowledging these legal points within **48 hours**.

Respectfully,

David Lincoln

Disabled Veteran

NSP Account: [REDACTED]

Sent from my Galaxy