
From: [REDACTED]

Sent: September 28, 2026 4:04 PM

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Subject: Aw: RE: FW: M12273 - Franz

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

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Hi Lisa,

I need to let you know about another issue concerning the same NS Power account. I'm not sure whether this can be addressed as part of the current case, but I would prefer not to open a separate complaint regarding the same account.

I was approved for a \$400 CAD HEAT Fund credit, but NS Power has not applied the credit to my account.

Could you please look into this as well? Otherwise, I'm concerned that we may end up having to address the same issue again in another six months.

Thank you,
Luci

King Regards

Celine Franz