

From: [REDACTED]
To: kathleen.murray@nspower.ca
Cc: [Nguyen, Anh](mailto:Nguyen.Anh@nspower.ca); RegulatoryCustomerProceedings@nspower.ca; Lisa.Forsey@nspower.ca; [Cavanaugh, Marina](mailto:Cavanaugh.Marina@nspower.ca); Jennifer.Ross@nspower.ca; Carley.Freeman@nspower.ca; Chris.Lanteigne@nspower.ca; [Podolyako, Maryna](mailto:Podolyako.Maryna@nspower.ca); [Wallace, Lisa](mailto:Wallace.Lisa@nspower.ca); Blake.Williams@nspower.ca; Mollie.Morris@nspower.ca
Subject: Aw: RE: M12773 NSPI DRO Appeal - Billing - Celine Franz
Date: October 1, 2026 2:21:11 PM
Attachments: [Heat Fund Approved.pdf](#)
[Second complaint Heat Fund.pdf](#)

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

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Hello Kathleen,
thank you for your quick reply.
HeatFund confirmed via email that I had received the 400 CAD and that they would settle the matter with NS Power. After I followed up again, they informed me that there had been an error on NS Power's end and that the amount would be credited to my account within 14 days. In other words, HeatFund contacted NS Power and discovered a posting error. I have attached the email correspondence.
Best regards,
Celine Franz

Gesendet: Donnerstag, 1. Oktober 2026 um 11:03

Von: "Murray, Kathleen" <kathleen.murray@nspower.ca>

An: [REDACTED]

CC: "Nguyen, Anh" <Anh.Nguyen@novascotia.ca>, "Regulatory Customer Proceedings" <RegulatoryCustomerProceedings@nspower.ca>, "Forsey, Lisa" <Lisa.Forsey@nspower.ca>, "Cavanaugh, Marina" <Marina.Cavanaugh@novascotia.ca>, "Ross, Jennifer" <Jennifer.Ross@nspower.ca>, "Carley Freeman" <Carley.Freeman@nspower.ca>, "Chris Lanteigne" <Chris.Lanteigne@nspower.ca>, "Podolyako, Maryna" <Maryna.Podolyako@novascotia.ca>, "Wallace, Lisa" <Lisa.Wallace@novascotia.ca>, "Williams, Blake" <Blake.Williams@nspower.ca>, "Morris, Mollie" <Mollie.Morris@nspower.ca>

Betreff: RE: M12773 NSPI DRO Appeal - Billing - Celine Franz

Good morning,

NS Power has searched its records and has no record of receiving a HEAT Fund approval for your account from the Salvation Army. To assist in resolving this issue, NS Power recommends that you contact the Salvation Army directly to confirm the status of your funding.

Regards,

Kathleen Murray (she/her) | Regulatory Counsel, Regulatory Affairs | **Nova Scotia Power**

C: 782-640-9405

E: kathleen.murray@nspower.ca

www.nspower.ca



From: Wallace, Lisa <Lisa.Wallace@novascotia.ca>

Sent: September 29, 2026 10:15 AM

To: [REDACTED]; Williams, Blake <Blake.Williams@nspower.ca>; Carley Freeman <carley.freeman@nspower.ca>; Chris Lanteigne <chris.lanteigne@nspower.ca>; Ross, Jennifer <jennifer.ross@nspower.ca>; Murray, Kathleen <kathleen.murray@nspower.ca>; Forsey, Lisa <lisa.forsey@nspower.ca>; Morris, Mollie <mollie.morris@nspower.ca>; Regulatory Customer Proceedings <regulatorycustomerproceedings@nspower.ca>

Cc: Nguyen, Anh <Anh.Nguyen@novascotia.ca>; Cavanaugh, Marina <Marina.Cavanaugh@novascotia.ca>; Podolyako, Maryna <Maryna.Podolyako@novascotia.ca>

Subject: M12773 NSPI DRO Appeal - Billing - Celine Franz

****Exercise Caution** - This is an external email from: Lisa.Wallace@novascotia.ca.
Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.**

Good morning,

We are in receipt of your email and documents below. Please note that the matter number assigned to this is M12773 NOT M12273. This was a typo in the original email and has been carried on throughout this string and could cause us to put documents under the wrong matter. I have changed it above so hopefully this resolves the issue.

The Board would ask that NS Power respond directly to the customer in relation to this issue as it does not appear to relate to the current appeal.

Thank you.

LISA WALLACE

Chief Clerk

Nova Scotia Regulatory and Appeals Board

T 902 424 1333 Ext. 9291

TF 1 844 809 0010

F 902 424 3919



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From: [REDACTED]

Sent: September 28, 2026 4:04 PM

To: Wallace, Lisa <Lisa.Wallace@novascotia.ca>; Blake.Williams@nspower.ca;
carley.freeman@nspower.ca; chris.lanteigne@nspower.ca; jennifer.ross@nspower.ca;
kathleen.murray@nspower.ca; lisa.forsey@nspower.ca; mollie.morris@nspower.ca;
regulatorycustomerproceedings@nspower.ca

Cc: Nguyen, Anh <Anh.Nguyen@novascotia.ca>; Cavanaugh, Marina
<Marina.Cavanaugh@novascotia.ca>

Subject: Aw: RE: FW: M12273 - Franz

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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

Gesendet: Montag, 28. September 2026 um 15:24

Von: "Wallace, Lisa" <Lisa.Wallace@novascotia.ca>

An: "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>, "Mollie Morris" <mollie.morris@nspower.ca>, "Regulatory Customer Proceedings" <regulatorycustomerproceedings@nspower.ca>

CC: [REDACTED], "Nguyen, Anh" <Anh.Nguyen@novascotia.ca>, "Cavanaugh, Marina" <Marina.Cavanaugh@novascotia.ca>

Betreff: RE: FW: M12273 - Franz

Good afternoon,

The Board would like an update on the status of the meter testing in this matter.

Thank you.

Lisa

From: Wallace, Lisa
Sent: September 14, 2026 2:34 PM
To: [REDACTED]
Cc: Cavanaugh, Marina <Marina.Cavanaugh@novascotia.ca>; Nguyen, Anh <Anh.Nguyen@novascotia.ca>; Penney, Nicole <Nicole.Penney@novascotia.ca>; Blake.Williams@nspower.ca; carley.freeman@nspower.ca; chris.lanteigne@nspower.ca; jennifer.ross@nspower.ca; kathleen.murray@nspower.ca; lisa.forsey@nspower.ca; sofia.reiner@nspower.ca
Subject: RE: FW: M12273 - Franz

Good afternoon,

Thank you for your response. I would ask that NS Power proceed with the testing and advise once the meter results are available.

Thank you.

LISA WALLACE

Chief Clerk

Nova Scotia Energy Board

T 902 424 1332 Ext. 9291

TF 1 833 809 0040

F 902 424 3919

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From: [REDACTED]
Sent: September 14, 2026 2:23 PM
To: Wallace, Lisa <Lisa.Wallace@novascotia.ca>
Cc: Cavanaugh, Marina <Marina.Cavanaugh@novascotia.ca>; Nguyen, Anh <Anh.Nguyen@novascotia.ca>; Penney, Nicole <Nicole.Penney@novascotia.ca>; Blake.Williams@nspower.ca; carley.freeman@nspower.ca; chris.lanteigne@nspower.ca; jennifer.ross@nspower.ca; kathleen.murray@nspower.ca; lisa.forsey@nspower.ca; sofia.reiner@nspower.ca
Subject: Aw: FW: M12273 - Franz

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Dear Ms. Wallace,

Thank you for your email.

I can't upload the answer to your site; I hope it works this way too.

Yes, I would like to have the meter tested.

Please proceed with arranging the meter test. I understand that the Board will await the test results before finalizing the matter.

Sincerely,
Celine Franz

Montag, 14. September 2026 um 13:14

Gesendet:

Von: "Wallace, Lisa" <Lisa.Wallace@novascotia.ca>

An: "

CC: "Cavanaugh, Marina" <Marina.Cavanaugh@novascotia.ca>,"Nguyen, Anh" <Anh.Nguyen@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>

Betreff: FW: M12273 - Franz

Good afternoon,

The Board is reviewing this matter and would like to ensure that you have been fully informed as to the availability of a meter test.

If you would like a meter test, the Board will await the test results before finalizing the matter.

Please confirm at your earliest convenience whether or not you would like your meter tested.

Thank you.

LISA WALLACE

Chief Clerk

Nova Scotia Energy Board

T 902 424 1332 Ext. 9291

TF 1 833 809 0040

F 902 424 3919



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GMX

2026 HEAT Fund - Eligibility Approved

Von	"The Salvation Army in [REDACTED]
Datum	<u>03.03.2026 10:19</u>



We're pleased to let you know that your 2026 HEAT Fund application has been approved for up to **\$400** toward your heating source.

If your Nova Scotia Power account currently has a zero balance or a credit, HEAT Fund assistance is not available at this time.

GMX**Aw: Fw: 2026 HEAT Fund - Eligibility Approved**

Von [REDACTED]
An heat.fund@salvationarmy.ca
Datum 06.05.2026 18:02

Hi, I apologize in advance for contacting you again via email.
Unfortunately, NS Power still hasn't credited the \$400 to my account.
Please provide me with written proof or anything I can give you when I contact you. It's unbelievable what's happening at NS Power.
I don't know if it's due to incompetence or the cyberattack, but it's no longer acceptable.
Thank you for your understanding, and I hope you could please follow up again, as you've already sent a reminder for the outstanding invoice. I was hoping I could put you off for another month with the \$400.
King Regards Celine

Gesendet: Mittwoch, 25. März 2026 um 08:52
Von: heat_fund <heat.fund@salvationarmy.ca>
An: [REDACTED]
Betreff: Fw: 2026 HEAT Fund - Eligibility Approved

Hi,
We are writing to provide an update regarding your HEAT Fund application.
Your application was approved; however, due to an issue outside of our control, there was a delay in processing the payment with Nova Scotia Power. We have sir
Nova Scotia Power will apply the HEAT Fund assistance of up to \$400 directly to your account within approximately 14 days.
We sincerely apologize for the delay and appreciate your patience and understanding.
If you have any questions, please feel free to reach out.
Thank you,
HEAT Fund Team

Thank You,

The HEAT Fund Team



INVOICE PAYMENTS:
Centre of Hope HEAT FUND
2038/2044 Gottingen St
Halifax NS B3K 3A9
Phone: 902-422-3435
Fax: 902-425-4363
Email: heat.fund@salvationarmy.ca

From: [REDACTED]
Sent: March 23, 2026 5:27 PM
To: Mylissa Landry <Mylissa.Landry@salvationarmy.ca>
Subject: Aw: 2026 HEAT Fund - Eligibility Approved

CAUTION: This email originated from outside of the TSA network. Be cautious of any embedded links and/or attachments.

MISE EN GARDE: Ce courriel provient de l'extérieur du réseau de l'Armée du Salut. Méfiez-vous des pièces jointes ou des liens qu'il pourrait contenir.

Hi Mylissa,
I already sent you an email inquiry; perhaps you missed it. My question is, how does the Power Help work now? Will it be credited to my NS Power account (it hasn't happened yet), or will I receive a credit note by mail? Thanks in advance for a quick reply.
Best regards,
Celine Franz

Gesendet: Dienstag, 3. März 2026 um 10:19
Von: "The Salvation Army in Canada" <noreply@formresponse.com>
An: [REDACTED]
Betreff: 2026 HEAT Fund Eligibility Approved



We're pleased to let you know that your 2026 HEAT Fund application has been approved for up to
\$400 toward your heating source.
If your Nova Scotia Power account currently has a zero balance or a credit, HEAT Fund assistance is not
available at this time.

