

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>

Sent: Saturday, April 18, 2026 3:57 PM

To: [REDACTED]

Cc: customerrelations@nspower.ca

Subject: 18 April email to the DRO from Malcolm Mills re Query - M. Mills

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

nspdisputeresolution@gmail.com

Malcolm Mills

In response to your following email, I will begin with my Role Statement as Dispute Resolution Officer (DRO) in matters of dispute between N.S.Power and their Customers : **I am not an employee of Nova Scotia Power** or the Nova Scotia Energy Board. I am appointed by Nova Scotia Power to satisfy the Regulations of the Board with respect to dispute resolution. My role is to address, and hopefully resolve, disputes with Nova Scotia Power that cannot be resolved through normal Customer channels. **In my role I investigate N.S.Power's interpretation, and application, of Board approved Regulations. I do not have any jurisdiction over N.S.Power's day-to-day operations.** My Decisions are binding on Nova Scotia Power but not on the Customer. Customers may appeal my Decisions (within 12 days of receipt of Final Written Decision) to the Board.

I suggest you call N.S.Power at 1-800-428-6230 to discuss the matter.

Don Farmer, P.Eng.

Dispute Resolution Officer

From: Malcolm Mills <[REDACTED]>
Sent: Saturday, April 18, 2026 3:29 PM
To: nspdisputeresolution@gmail.com
Subject: Query - M. Mills

Good morning,

I was recently advised by a collection agency that my account had been handed to CBCC.
See details at the bottom of this note..

Having been out of the country through much of 2024 and all of 2025 this was a surprise to me as I received no notice of this action.

The second issue is that this debt should not exist as all my past accounts with NS Power have been paid either by me personally or through my lawyer such as during a house sale.

The point, is that you have submitted a case to a Collection agency it seems, unlawfully and in doing so have compromised both my credit rating and my reputation not to mention damaging my credit score and ability to borrow and conduct business

I request an immediate recant/withdrawal of this account in Collection from CCBC and Equifax and all other collection agencies while this fiasco is sorted out.

NSP has been recently compromised shattering all confidence in its confidentiality credibility. Please reflect upon this in your response.

Thank you kindly. see details below.

NOVA SCOTIA POWER INC Date Assigned 2026/02/01 Member Name CBCC Phone
Number Member Number 453YX00028 First Delinquency 2024/01/01 Account Number
***787 Amount \$7,785

Malcolm Mills

[REDACTED]