

May 11, 2026

[REDACTED]

Malcolm Mills

[REDACTED]

Dear Complainant:

M12845 – Nova Scotia Power Inc. – Complaint – Billing Issues – Malcolm Mills

This will acknowledge receipt of your complaint received by the Board on Monday, May 4, 2026.

A copy of the complaint and all associated materials will be provided to NS Power. The NS Power contact information is as follows:

Blake Williams, VP
Regulatory and Legal
P O Box 910
Halifax NS B3J 2W5
Phone: 902-428-6435
Fax: 02-428-6542
Email: blake.williams@nspower.ca

Please be advised that filing a complaint with the Board does not preclude NS Power from taking recovery action to recovery any arrears which are not the subject of the complaint.

You are further advised that information regarding complainants filed with the Board is a matter of public record and, while the Board will redact all personal identifiers from its published documents, they can be accessed by others through the Board's public website and in an un-redacted format at the offices of the Board.

The evidence you file in support of your appeal will also be a matter of public record unless you request that the Board hold some or all of the evidence in confidence. **To do that, you must apply to the Board in writing pursuant to *Regulatory Rule 12*, a copy of which is attached to this letter.** The evidence will, in any case, be made available to NS Power to allow the appeal to be properly addressed.

By copy of this letter, the Board requests NS Power to file a response with the Board to the enclosed complaint on or before **2:00 PM on Tuesday, May 26, 2026**. NS Power must also provide a copy of their response to you.

As the complainant, you will have **10 business days** to reply to NS Power's response should you wish to do so. The Board will then consider all information filed to determine if additional documentation is required to process the complaint.

The Board directs NS Power to place any disconnection notices on this property on hold until the Board issues a decision in this matter.

If you have any questions concerning this matter, please feel free to contact the Board.

Yours truly,



Lisa Wallace
Chief Clerk of the Board

c. NSPI
DRO

