
From: sue mackay <[REDACTED]>

Sent: August 6, 2026 12:28 AM

To: Carley Freeman <carley.freeman@nspower.ca>

Cc: Forsey, Lisa <lisa.forsey@nspower.ca>; Ross, Jennifer <jennifer.ross@nspower.ca>; Reiner, Sofia <sofia.reiner@nspower.ca>; Murray, Kathleen <kathleen.murray@nspower.ca>; Wallace, Lisa <Lisa.Wallace@novascotia.ca>; Penney, Nicole <Nicole.Penney@novascotia.ca>; Podolyako, Maryna <Maryna.Podolyako@novascotia.ca>

Subject: Re: M12871 - MacKay DRO Appeal IR Responses 1-2

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

Exercise caution when opening attachments or clicking on links / Faites preuve de prudence si vous ouvrez une pièce jointe ou cliquez sur un lien

NS Power has finally admitted to the "administrative error" that caused this entire mess?
NS Power's "Administrative error" should absolutely NOT be my problem to solve but, I realize this will never be properly acknowledged and I am now responsible for correcting their error.

I am aware that NS Power will be reinstating late feed for overdue account balances.
I am informing whoever, that I will not be paying late fees on my outstanding balance.