

From: [Murray, Kathleen](#)
To: [REDACTED]; [Penney, Nicole](#)
Cc: [Wallace, Lisa](#); [Williams, Blake](#); [Carley Freeman](#); [Chris Lanteigne](#); [Ross, Jennifer](#); [Forsey, Lisa](#); [Reiner, Sofia](#); [Sonia Liao](#)
Subject: RE: M12915 NSPI DRO Appeal - Billing Issues - Doug Fulljames and Karen Ward
Date: October 1, 2026 8:33:29 AM

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

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Good morning,

NS Power can confirm that interest will not be applied to the subject account until the Board has issued its decision on the appeal.

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: Karen Ward [REDACTED]
Sent: September 29, 2026 3:09 PM
To: Nicole Penney <Nicole.Penney@novascotia.ca>
Cc: Murray, Kathleen <kathleen.murray@nspower.ca>; Lisa Wallace <Lisa.Wallace@novascotia.ca>; Williams, Blake <blake.williams@nspower.ca>; Carley Freeman <carley.freeman@nspower.ca>; Chris Lanteigne <chris.lanteigne@nspower.ca>; Ross, Jennifer <jennifer.ross@nspower.ca>; Forsey, Lisa <lisa.forsey@nspower.ca>; Reiner, Sofia <sofia.reiner@nspower.ca>; Sonia Liao <sonia.liao@nspower.ca>
Subject: Re: M12915 NSPI DRO Appeal - Billing Issues - Doug Fulljames and Karen Ward

****Exercise Caution** - This is an external email from: [REDACTED]

Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.**

Good afternoon:

Today we received notice that NS Power intends to charge interest on the balance subject to this appeal commencing October 1st.

Previously, NS Power has offered either a 24-month Equal Billing Plan of approximately \$296 per month or a payment arrangement of approximately \$89 per month in addition to regular bills.

We appreciate that NS Power has identified these options. However, our concern is not presently an inability to select a payment schedule. We continue to dispute whether NS Power's evidence is sufficient to support charging the account for this extraordinary and unexplained consumption. Entering into a payment arrangement before that issue is determined could be understood as accepting the disputed balance. As such, we do not expect to be charged interest on an amount that is currently in dispute. All other charges with NS Power have remained in good standing.

We remain prepared to pay the amount ultimately determined by the Board to be properly owing.

Sincerely,
Karen Ward and Doug Fulljames

From: Nova Scotia Power <noreply@nspower.ca>

Sent: Tuesday, 29 September 2026 10:35:17

To: [REDACTED]

Subject: Options to set up a payment plan before late fees return October 1st



We are reaching out to offer support if you need help managing your outstanding balance on your power bill to avoid late fees starting October 1st.

We understand that everyone's situation is unique. We have options to help you get your account back on track with flexible, interest-free payment plans. These plans can help you manage your overdue balance and avoid interest charges that begin on

October 1st.

Here are your options to set up an interest-free payment plan:

Use our automated system

You may be eligible to select payment options using our automated system by calling 1-800-428-6230. There is no need to speak to an agent if one of these options works for you.

Call us to talk about your situation

If you need to speak with a member of our customer care team about other payment arrangements to bring your account up to date, just call us Monday to Friday 8 am to 6 pm at 1-800-428-6230.

Accessing your bill information

You can easily check your outstanding amount and due date by logging in to [MyAccount](#). If you receive your bill by mail, your account details are found on your most recent paper statement. For help reading your bill, click [here](#).

Secure payments

If you are able to pay your outstanding bill balance by the due date, you can securely make a payment through [MyAccount](#) or your bank's website by setting Nova Scotia Power up as a payee.

Thank you. We are always here to help. [Learn more at nspower.ca/billing](http://nspower.ca/billing).

NS Power



Please do not reply to this message. Replies to this email address are not monitored by Nova Scotia Power. If you would like to contact us, please call 1-800-428-6230. Thank you.

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