

From: Donna Himmelman [REDACTED] >

Sent: August 3, 2026 11:51 AM

To: Penney, Nicole <Nicole.Penney@novascotia.ca>

Cc: Carley Freeman <Carley.Freeman@nspower.ca>; Chris Lanteigne <Chris.Lanteigne@nspower.ca>; Forsey, Lisa <Lisa.Forsey@nspower.ca>; Wallace, Lisa <Lisa.Wallace@novascotia.ca>; Murray, Kathleen <Kathleen.Murray@nspower.ca>; Ross, Jennifer <Jennifer.Ross@nspower.ca>; Reiner, Sofia <sofia.reiner@nspower.ca>; Williams, Blake <Blake.Williams@nspower.ca>; Donna Himmelman <[REDACTED]>
nspdisputeresolution@gmail.com; Customer Relations <customerrelations@nspower.ca>

Subject: Re: M12948 - NSPI to NSEB Donna Himmelman DRO Appeal Response

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

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Thank you for the email. I will not hide the fact that I am upset at the final outcome of the investigations (if you can call them that) and TIRED of being BULLIED by NS Power. I will definitely be taking this decision further. I can't understand how anyone can look at my past power bills and my current ones and not come to the LOGICAL conclusion that the current bills are obviously INCORRECT. Especially since my last bill for June 15 (when my smart meter was replaced with a digital one), to July 15 was \$130 and you think I should pay over \$3,700 for 6 months????... hmmm. AND there has been no increase in my usage of power in the past 3 years. There would only be a decrease due to the fact that I now live alone in my home, have purchased all new Eco Friendly kitchen appliances in May of 2024 and replaced a 30-year old plus central heat pump to a new one in November of 2023. The meter readings add up but this is NOT a math issue, this is a LOGICAL issue, which none of you seem to understand. I can do the math.

Also, I can't help but wonder why the public is encouraged by the NS Government and NS Power to update appliances and certain aspects of their home to save energy? For me it has meant a terrible increase and not a decrease in the amount being billed, and I am not the only one.

I have contacted my lawyer and intend to contact the media. I am hereby notifying all parties copied in this email, that all the emails and information gathered and shared under my account will be shared with anyone as I see fit to assist me in this matter. I have invested a lot of time, stress, anxiety, not to mention loss of sleep in this matter and I need answers.

Please note that I have responded within the given timeline, however, as you can understand, 2 weeks is not adequate time for my lawyer and the media to do a proper investigation of my situation. Their queries and responses will come in due course.

Donna Himmelman