

Exhibit D — Full Chronology of Communications (NS Power Customer Care and DRO Correspondence)

NS Power Billing Dispute – Email Communications Chronology

This document records the email and portal communications described by David Nickerson in chronological order, from oldest to most recent. It is intended as a reference record of the communications themselves, with dates and the text provided for each communication.

1. April 23, 2026

Sent by **David Nickerson** via NS Power online account

****Subject:**** Nova Scotia PowerCredit Owed April 23rd 2026

Hello,

According to my calculations, I have a credit owed to me from NS Power of \$635.22.

I put together an information package that supports my claim.

Everything is very straightforward and easy to follow. All information is properly dated and easily cross referenced. I have this in a ZIP file which I can email to you.

Could I have somebody from billing please contact me via email so we can get this corrected? Please note that using a telephone it is not possible because I have a hearing impairment.

Thank you for your help,

David

Automatic response received

The email has been sent successfully. Your interest in our website is greatly appreciated. Our representative will contact you soon.

2. May 4, 2026

Received from Rose Ann

Good Afternoon David,

Thank you for your inquiry. We would be happy to assist you. If you can send the file as well as providing us with your Account Number, Full name on the account and the civic address associated with your account, it would be greatly appreciated. We look forward to hearing from you. You can email us at the home@nspower.ca and in the subject line, please put it to my attention.

Thank you,

Rose Ann

Sent by David Nickerson on May 4, 2026

Note provided: this reply was mistakenly sent to a no-reply address. It was later resent on May 9, 2026.

Hello Rose Ann,

Thank you for getting back to me.

I received your request for my account details and the ZIP file. Because the file contains confidential information, I would like to send it to you securely. Please see below. I won't send any information just yet until I hear back from you first.

If this will work for you, here's how I will send the email/file attachment.

Proton (my email provider) has an option to send encrypted, password protected email. I will send the ZIP file attached to a short explanatory email with subject line "Attention: Rose Ann" That email will be password protected.

I will send you the password in a separate email and to do that, I will sign into my online NS Power account. I will use the "Contact Us" option and email you the password, my full name, civic address and account number.

I will choose billing from the drop down menu, and I will put in the body of the email "Attention: Rose Ann" with a short explanatory note and the other information you require.

This will protect both my information and the password to a much greater degree than simply emailing the information unencrypted in a single email. Also, emailing the password separately via my Nova Scotia Power account will ensure the password is secure, as that will go directly through your internal system rather than through regular email transit.

Please let me know if this is an acceptable method.

Thanks,

David

3. May 9, 2026

Sent by David Nickerson to home@nspower.ca

Subject line: Attention: Rose Ann

Hi Rose Ann,

Thank you for getting back to me. I apologize for the late response. I failed to notice that your last email was a "no reply" address and I mistakenly replied to that address.

I received your request for my account details and the ZIP file. Because the file contains confidential information, I would like to send it to you securely. Please see below. I won't send any information until I hear back from you first.

If this will work for you, here's how I will send the email/file attachment.

Proton (my email provider) has an option to send encrypted, password protected email. I will send the ZIP file attached to a short explanatory email with subject line "Attention: Rose Ann". That email will be password protected.

I will send you the password in a 2nd separate email, and to do that, I will sign into my online NS Power account. I will use the "Contact Us" option and email you the password to open my email, my full name, civic address and account number.

I will choose billing from the drop down menu, and I will put in the body of the email "Attention: Rose Ann" with a short explanatory note and the email password.

This will protect both my information and the password to a much greater degree than simply emailing the information unencrypted in a single email. Also, emailing the password separately via my Nova Scotia Power account will ensure the password is secure, as that will go directly through your internal system rather than through regular email transit.

Please let me know if this is an acceptable method.

Thanks,

David

Automatic reply received on May 9, 2026

While many of our internal systems have been restored, our response time to email inquiries may still be delayed. We apologize for the inconvenience.

For immediate service requests, please call Customer Care at 1-800-428-6230 Monday to Friday from 8am to 6pm.

Please know that our self service options for bill balance and payment arrangements are conveniently available 24/7 by calling 1-800-428-6230. There is no need to speak to an agent.

If this is an electrical emergency, or you need to report an outage, please call our 24/7 outage line at 1-877-428-6004.

Confidentiality Notice - The email communication is considered confidential and is intended only for the recipient(s). If you received this email in error, please contact the sender and delete the email. Unauthorized disclosure or copying of this email is prohibited.

Attachment Limits - Emera will not accept email larger than 50MB or emails containing high risk attachments like ZIP, EXE or others that could contain viruses.

If you have a business need to send such an email, please contact the recipient for instructions.

4. May 18, 2026

Sent by **David Nickerson** via NS Power online account

****Subject:**** Escalation

Hello,

I'm having a billing problem getting my power bill sorted out. I have a "Credit Owed" situation that seems to be unnecessarily dragging on. There seems to be no progress being made at this point despite my efforts. The last human contact I had with NS Power was on May 4, 2026. (See below)

I would like to have the issue moved up to a higher level of support that can address my credit issue and solve the problem in a timely manner.

Details:

According to my calculations I have a credit owed to me of over \$600.00. I have my complete billing information, from July 2024 to the present bill, recorded in an Excel sheet containing all relevant information, as well as screenshots of all my bills, and an explanatory PDF which explains each line in the Excel sheet. I purposefully went back to several months before the data breach to provide a baseline and agreed upon power usage for both parties. I wish to send those files to the billing department so they can easily review my claim.

Emails sent and received:

On April 23, 2026 I sent an email describing the problem via my online account using the "Contact Us" option. I received a human reply on May 4. I replied to that email on May 4 as well. However, I was not aware that this was a "No Reply" email as that was not pointed out to me in the reply. Generally, one does not expect a contact email to fix a problem would use a "No Reply" email to communicate with.

After waiting for a response, I later spotted the no reply issue and sent a 2nd email on May 9. I received an automated response: "While many of our internal systems have been restored, our response time to email inquiries may still be delayed. We apologize for the inconvenience." I have heard nothing other than that to date.

It is now May 18 with no progress or human contact since May 4, 2026. I have my files that I can send to you to show proof of my bills, payments made, meter readings, etc that will show my claims. The information is fairly straightforward and easy to read.

However, I am waiting for instructions on how to securely send that confidential information. In my reply email I sent a proposal as to how I would securely send those files and requested a reply and an indication as to whether my method was satisfactory or not. As of this date I have not had any response or instructions, other than the automated reply.

Therefore, as mentioned at the beginning, I would like to have this matter moved up the support level chain of command and have this matter addressed.

Thank you for your help,

David

Automatic response shown

The email has been sent successfully. Your interest in our website is greatly appreciated. Our representative will contact you soon.

5. May 26, 2026

Received from Lynda

Dear David,

Thank you for your response.

We appreciate your situation and we want to support your inquiry; however, we are unable to accept the zip file.

You may find it helpful to reach out to us through private messaging on social media on Facebook, X [Twitter] and Instagram. We have a dedicated team that can assist you with your billing inquiry and are ready to support you through this channel.

We look forward to assisting you.

Lynda | Customer Care | Nova Scotia Power

T: 800-428-6230 | F: 888-428-6108

6. May 31, 2026

Sent by David Nickerson to Identification <id@nspower.ca>

Subject: RE: Billing Question - Reply regarding account inquiry

Hello Lynda,

Thank you for getting back to me.

Clarification:

As I asked for this issue to be escalated up to a more senior contact, can you tell me your title? I noticed that your title on the end of the email is "Customer Care". Are you a senior agent, or has this issue not been escalated to a more senior level yet?

RE: the ZIP file. I understand. I can send the email without using a ZIP file. I originally suggested a ZIP only as a way to reduce the size for convenience.

Do you accept the following types of files: Excel sheet, PDF, and JPEG? I have 1 Excel sheet, 1 PDF and 10 JPEG.

Reaching out:

Regarding reaching out via private messaging on Facebook, X, and Instagram. No, I won't be doing that. Quite frankly, I'm very surprised that NS Power would even be suggesting this as an option, given the magnitude of the security breach that happened in 2025. This is confidential personal information and those are not secure.

I will not be using any social media to communicate with. I will continue using the NS Power email address as the contact channel. I will send documentation only once it is via a secure channel or method.

Whose Job is it:

I would like to point out that sending in my detailed records is my attempt to allow your billing department to quickly review my claim. It's to their benefit more than mine. However, I am getting to the point where it might be better for all concerned to simply let NS Power do their own leg work and let them dig through their own records and sort through my bills from before the hack in early 2025. That would solve the problem but it assumes, of course, that they would actually move on it.

Please verify the correct NS Power address:

Because I have received replies from NS Power that were "No-Reply" email address, please provide me with a working email address that you will use for our communications.

Secure File Upload option:

Do you have a secure file upload option, such as E-courier or ShareFile for sensitive documents? Because the file contains confidential information, I would like to send it to you securely. Can you confirm exactly what secure options NS Power has available?

Alternative secure file submission:

If you do not have any secure file upload options on your end, I would like to send the email password protected. Proton Email has this option. Please see below for details. I won't send any information until I hear back from you first.

If this will work for you, here's how I will send the email/file attachment.

Proton (my email provider) has an option to send encrypted, password protected email. I will send the standard (not zip) Excel file, PDF file and JPEG files attached to a short explanatory email with subject line "Attention: (you provide the name/department required)" That email will be password protected.

I will then send you the password in a separate email using my online NS Power account. To do that, I will sign into my online NS Power account. I will use the "Contact Us" option and email the password, my full name, civic address and account number.

I will choose billing from the drop down menu, and I will put in the body of the email "Attention: (you provide the name/department required)" with a short explanatory note along with my name.

This will protect both my information in transit and at rest to a much greater degree than simply emailing the information unencrypted in a single email. Also, emailing the password separately via my Nova Scotia Power account will ensure the password is secure, as that will go directly through your internal system rather than through regular email transit.

Please confirm if this is acceptable. If not please provide a file submission solution. Be advised that I cannot use the phone because of hearing impairment. Email is my choice of communication methods.

Side note:

I had mentioned this Proton option previously in a reply sent to Rose Ann originally on May 4, 2026. Unfortunately, she had sent me an email response that turned out to be a "No-Reply" email, which I failed to notice.

Regardless, once I saw what happened (a delay of another week later), I resent my reply to Rose Ann on May 9 2026 . The immediate response I received from that email was an automated reply, which I received May the 9th 2026. I waited from May 9 to May 18 without

receiving any further response or help. It was at that point I asked for the issue to be escalated.

As of this date, this issue has been unresolved for 5 weeks.

Recent power bill:

I just received my most recent bill on May 29, 2026. I note that there have been no adjustments made whatsoever. That tells me that NS Power billing department has not taken any initiative whatsoever on their end to fix this problem.

I find that very disappointing.

In closing, I notice NS Power takes great care to inform customers at the end of their bills as well as in the news that, "IMPORTANT: We are not applying late fees or penalties on outstanding balances."

That notice rings rather shallow and meaningless in this case. I believe I am owed a credit of over \$600.00 and receiving scant meaningful help and advice on rectifying this issue. If anything, it appears this is turning into a runaround. Happy words from NS Power are hardly solving any problems for me here.

Under the circumstances, and somewhat related, it is also more than just a little annoying to see that Emera has gone from a closing stock price in June 2024 of \$44.40 to the current price of \$72.10. That's an annual rate of return of about 26%. Interesting.

But don't get me wrong. It's not extremely annoying, you understand, just a little bit. More like in the realm of stubbing your toe. You say a few choice words and then get on with it.

On the positive side, I'm so happy that my \$600 + has contributed to that success in some manner. You can imagine my bliss.

My new bill, on May 22, is for \$1,150.05. And that's with no credit adjustment having been applied, nor are there any signs that an adjustment is even being looked at. The notion that I am not being changed a few pennies in late fees is dribble compared to the credit I am owed.

Respectfully, I can assure you I am not happy with NS Power and their lack of fixing this problem.

Thank you

David

7. June 9, 2026

Sent by David Nickerson to Don Farmer, DRO

To: nspdisputeresolution@gmail.com

Subject: Complaint - Credit owed. No resolution

To: NSP Dispute Resolution

Hello,

I have been trying since April 23rd 2026 (over 6 weeks) to get a credit resolved. Other than a few replies to my emails, I have had no success getting this issue moving forward and resolved.

I blame this on a faulty communication system and procedures on NS Power's end. I do NOT fault the customer care as they can only work within the system they have and as instructed to do so.

According to my calculations, I currently have a credit owed to me from NS Power of \$635.22. That credit was built up from the start of the data breach in 2025 to the present. Because there were no meters being read, NSP estimated almost all of the bills.

However, prior to the hack, I had always read my own meter and I simply continued to do so.

To ensure I did not end up in a financial mess (due to NSP estimates), I always paid what my own meter read showed for my power usage. I did not rely on NSP estimates. This resulted in my building up a credit over that entire time period.

I put together an information package that supports my claim. I have an Excel spread sheet, showing each billing time period per line. I show all my NS Power bill numbers along with my own numbers/readings/dates for the same bill. It shows the balances and payments made. I have the dates I paid. I have screens shots of each of my power bills. I also went back several months before the hack took place to provide a baseline reading that both I and NSP agree on. I can provide all of this information if requested.

Recently, because I was not getting any satisfaction, I had asked for the issue to be moved up to a manager to see if I could get this resolved. Based on the reply from NSP, I am unsure if that had been done. In my last email I sent, I had asked for clarification regarding the title of the person I was talking to. I wanted to verify that I was dealing with a manager, as I requested. As of today, June 9, 2026, I have not received a reply.

Additionally, I would note that my most recent power bill has NOT had any adjustment made for my credit. That indicates that not only is NSP not communicating well, it has not acknowledged nor made any attempt at reconciling the credits/amounts dues. Clearly no progress has been made during those 6 weeks.

Because of the circumstances, I would like to submit this as a complaint.

Please let me know if you need any other information. Please take note: I notice that you use a Gmail address. I will not send personal information using regular email. If you require additional information, such as account numbers, addresses, phone numbers, etc, please advise me if you have a secure method for sending documents.

Please note I am hearing impaired. Therefore, using a phone is not an option. Email is my preferred method of communication.

Thank you for your help.

David Nickerson

Received from Don Farmer on June 9, 2026

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

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

nspdisputeresolution@gmail.com

David Nickerson, N.S.Power Customer Relations

David

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.

If you have not already done so, please contact N.S. Power by telephone at 1-800-428-6230 and give them your consent, to release your account information, to me. Alternatively, N.S.Power may contact you by email seeking consent after they receive this email.

Please copy N.S.Power at the email address above on all future email to me. They will similarly copy you on their email to me related to this matter.

N.S.Power

Please provide me with N.S.Power's position in the matter as well as copies of relevant account statements, meter reading information, and relevant computerized notes or notices.

Don Farmer, P.Eng.

Dispute Resolution Officer

Received from Teri to Don Farmer, copied to David Nickerson, on June 9, 2026

Mr. Farmer,

NS Power is unable to identify subject account.

David, please reply with your account number or civic address. Please note that this email is the only email for both the DRO and NS Power to send information.

Also, if you wish to provide consent to release your account information to the Dispute Resolution Officer (DRO), you may reply to this email stating your permission.

Teri

8. June 10, 2026

Sent by David Nickerson to Don and Teri

Don,

Thank you for getting back to me. I understand your role statement.

I am willing to give NS Power conditional consent, communicated here via email. I would like to request that you please ask for all email communications between myself and NS Power regarding this situation from April 23rd, 2026 to present. This will give you a clear history and timeline of the issues.

Teri,

I have two questions before proceeding:

Before I give you full permission to send any of my account information to Mr. Farmer, can you confirm what secure method will be used to transmit it? For example, do you use a secure document portal?

Regarding your request for my account number or civic address: Due to the general state of internet security, I am no longer comfortable giving permission or supplying any personal or account information through regular email providers such as Gmail, Outlook, and so on. However, I am willing to send either of those to you by signing in and using my online NS Power account, if that is acceptable. If so, can you tell me how to address it to ensure that you will receive it?

To Don and Teri: Regarding information security

I think we're getting ahead of things here regarding sending information without first agreeing on how it needs to be sent.

If NS Power were to share my account information with the DRO through a secure document portal rather than as an email attachment, my privacy and security concern would be substantially reduced. But to have any of my information sent as an email or an attachment via Gmail, no, I am not giving permission to do that.

I have no issue sending information, or having Teri send my information to Don and the DRO, provided it is encrypted both in transit and during rest. That means using end-to-end encryption.

End-to-end encryption (E2EE) means that a message or information is scrambled into unreadable code on your device before it is sent, and can only be unscrambled on the recipient's device — nowhere in between. No one else, including the company running the servers that carry the message, can read it.

When it comes to NSP, I have to assume that NSP servers encrypt the information at rest now after the breach. I would hope so at least.

However, the same cannot be said for Gmail. Gmail, and other general email providers such as Yahoo or Outlook, do encrypt data at rest. BUT, and this is important, they hold the encryption keys themselves, meaning Google, their employees, hackers who breach their systems, or even legal authorities can access your content. This is not end-to-end encryption, and it is a valid security risk. I am not willing to have my account information sent to or received by Gmail and similar email providers.

By default, Gmail only encrypts emails during transit. Once messages and attachments arrive on Google's servers, they are decrypted and stored in a readable state that Google (and others) can access. That means:

Any sensitive account details sent, such as my account number or civic address, or any deeper account details Teri sends Don, are stored in Google's cloud infrastructure without end-to-end protection.

Google can scan message content, which they have historically done for ad targeting.

It is not a secure, government-grade or legally designated confidential communications channel.

Once I have satisfactory answers to the above questions regarding secure transmission, I am happy to move forward with providing the necessary information and permissions.

Regards,

David

Received from Don Farmer on June 10, 2026

I will not respond to the immediately following email message until I have received and reviewed N.S.Power's response to it.

Don Farmer, P.Eng. Dispute Resolution Officer

Received from Teri on June 10, 2026

David,

The email addresses for both NS Power and the DRO are the available options to send and receive account information. There are no other secure portals that are used and your account information would be sent as attachments.

Teri

9. June 11, 2026

Sent by David Nickerson to Teri and Don

Teri and Don,

Thank you for clarifying that, Teri.

However, given that response, I am not able to provide consent for my account information to be sent as an email attachment to a Gmail account.

I recently came across the Canadian Centre for Cyber Security's Email Security Best Practices (ITSM.60.002), published August 2025, which may be helpful here. It can be found at: <https://www.cyber.gc.ca/en/guidance/email-security-best-practices-itsm60002>

The document specifically states that when using a public email service provider such as Gmail or Outlook, TLS will protect the email as it transits the internet, but the service provider can access all emails once they reach its servers. It further recommends that where sensitive information is involved, a secure web portal is the more appropriate method of transmission.

I understand this may be outside of what NS Power currently has in place, but I do not think it is unreasonable to expect that my personal account information be handled in accordance with Canada's own cybersecurity guidelines, particularly given NS Power's 2025 data breach.

I will also note that shortly after the NS Power breach was announced, the email address associated with my NS Power account began receiving a noticeable increase in unsolicited emails, and my computer was subsequently compromised. While I am not saying with certainty that these events were directly related to the breach, the timing has understandably made me much more aware of how my personal information is transmitted and stored.

I am still willing to cooperate fully with this process. I am simply asking that we find a method of transmission that meets a basic standard of security before proceeding. I am open to any suggestions either of you may have.

The other alternative is for NS Power to have their billing department review my bills and usage from the July/September 2024 bill to the January/March 2026 bill and determine the credit in question.

This is the specific time period my Excel sheet/records cover. This is important. I deliberately chose to use the starting bill date of the July/September 2024 bill because;

It starts from before the NSP hack took place. It serves as a baseline.

My own meter reading and NS Power reading were both in agreeance at the start date and also at the end date of these two time periods.

Since I agree with the power usage amounts NSP shows on my bills both at the beginning and end of these two bills, it should be easy for NSP to find the credit between those dates I am seeing.

This could be handled internally by NS Power without requiring the transmission of my personal account information to any outside party.

David

10. June 17, 2026

Sent by David Nickerson to Don, copied to Teri

****Subject:**** Follow-up to: Last correspondence of June 11, 2026 regarding "Complaint - Credit Owed. No resolution"

Don and Terri,

I just wanted to follow up on my email from June 11 as I have not yet received a response. Please let me know if you require any clarification from my end. I look forward to hearing from you.

David

Received from Don Farmer on June 17, 2026

David , N.S.Power Customer Relations

As an "outside party", I can not respond to the immediately following, and attached email, messages if I have not been given the Customers consent to access the Customer's Account information.

I am closing my file on the matter.

Don Farmer, P.Eng. Dispute Resolution Officer

11. June 18, 2026

Sent by David Nickerson to Don, copied to Teri

****Subject:**** Re: Follow-up to: Last correspondence of June 11, 2026 regarding "Complaint - Credit Owed. No Resolution"

Don and Teri,

I want to be clear that I do not accept the closure of this file.

For the record, I have been cooperative and willing to participate in this process throughout. In my email of June 10, 2026, I explicitly stated: "I am willing to give NS Power conditional consent." I also stated: "I have no issue sending information, or having Teri send my information to Don and the DRO, provided it is encrypted both in transit and during rest." At no point did I refuse to provide my account details, nor did I withdraw my consent to this process.

What I withheld was consent to transmit my personal account information through an unsecured channel, specifically, as email attachments via a public Gmail account. Withholding consent to an insecure transmission method is not the same as withholding consent to the process itself. I believe that distinction is an important one, and I would expect it to be recognized as such.

I would also note that in my June 10 email, I asked Teri directly whether I could provide my account information securely through my online NS Power MyAccount portal. That question was never answered. Had it been, NS Power's own billing department could have identified my account through their own internal systems and reviewed the billing period in question — July/September 2024 to January/March 2026 — without any personal files being transmitted to any outside party whatsoever. That path was available and was not explored.

Furthermore, in my email of June 11, 2026, I proposed precisely that alternative, meaning that NS Power could conduct an internal billing review for that specific period. That proposal also received no response from either party.

The result is that I have been left with two options: transmit my personal information through a channel I have documented security objections to, or receive no assistance at all. That is not a reasonable position for a regulated utility to place a customer in, particularly following a publicly acknowledged data breach of that utility's own systems in 2025.

The file has been closed citing my failure to provide consent. The record shows otherwise. Reasonable, secure alternatives were proposed on my end and left unanswered on both sides. The impasse was not of my making.

David

Received from Don Farmer on June 18, 2026

David Nickerson

As I indicated earlier : 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.

As I am not an employee of N.S.Power, I cannot become involved in a matter unless/until the N.S.Power Customer, in accordance with Federal Privacy Law, gives N.S.Power consent to release their Account information to me.

I indicated in a following email that I am closing MY file on the matter. You indicate "The result is that I have been left with two options: transmit my personal information through a channel I have documented security objections to, or receive no assistance at all". Perhaps so, however, based on your earlier statement " I am willing to give NS Power conditional consent, communicated here via email. I would like to request that you please ask for all email communications between myself and NS Power regarding this situation from April 23rd, 2026 to present. This will give you a clear history and timeline of the issues.", you may be able to address your dispute directly with N.S.Power.

Another option may be that you ask the NSEB to address your dispute/complaint. Consent for their involvement is not required. NSEB contact information is: P.O. Box 1692, Unit M, Suite 300, 1601 Lower Water St. Halifax, N.S., B3J 2S3; Email - board@novascotia.ca ;Telephone - 902-424-1332 ,Toll Free in NS: 1-833-809-0040 ; Fax - 902-424-3919

Don Farmer, P.Eng. Dispute Resolution Officer

Received from Lynda on June 18, 2026

Dear David Nickerson,

Thank you for your response.

Yes, we accept the other files types, including excel, PDF and JPEG. Please feel free to send your inquiry to us with any of these type of file.

In addition, I have added my name in the subject line. Once your response has been received, I will ensure that your inquiry is handled by our Product Support/Billing Team.

We look forward to hearing from you.

Take care,

Lynda | Customer Care | Nova Scotia Power