

From: [REDACTED]
To: [Wallace, Lisa](#)
Cc: [Penney, Nicole](#)
Subject: My decision - RE: Request for extension of time under Rule 12(12) – Confidentiality decision
Date: July 31, 2026 9:27:16 AM

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Subject: My decision - RE: Request for extension of time under Rule 12(12) – Confidentiality decision

Hi Lisa,

To be clear, I respectfully disagree with the Board's decision to deny confidential treatment of my full name. I maintain the concerns set out in my Rule 12 request regarding public identification in connection with this proceeding.

However, so that the underlying billing and related process issues can be determined, I will not withdraw my complaint. I ask that the Board proceed with the matter. I understand that, in accordance with the Board's ruling, my full name may appear on the public record, while the other identifiers the Board held confidential will remain confidential.

Please confirm receipt of this notice and that the complaint remains active. I would also appreciate confirmation of any next steps and that I will receive copies of Nova Scotia Power's filings and correspondence in this matter by email.

Disputed balance and service

For the record, on Wednesday, July 29, 2026, I received an email from Nova Scotia Power indicating a balance in the range of approximately \$1,400. I am waiting for my latest official bill to appear on my online account. I dispute that amount to the extent it reflects estimated billing and charges that are the subject of my complaint (including the adjustment/credit issues already raised).

I intend to continue paying amounts that are not in dispute, including amounts supported by my actual meter readings, as I have done previously. I am not refusing to pay for electricity I used. I am disputing charges I believe are incorrect.

Given the size of the balance shown and the stress this is causing, I ask the Board to advise:

1. What I should expect regarding disconnection while this complaint is before the Board?
2. Whether Nova Scotia Power should refrain from disconnecting service for disputed amounts while the matter is under review, provided I continue to pay undisputed charges.

If the Board cannot give a blanket assurance, I would still appreciate guidance on the proper process and any steps I should take immediately to protect continuity of service.

Thank you for your assistance. I appreciate the help.

David