

From: [REDACTED]
Sent: July 22, 2026 2:35 PM
To: Wallace, Lisa <Lisa.Wallace@novascotia.ca>
Cc: Penney, Nicole <Nicole.Penney@novascotia.ca>
Subject: RE: M12972 NSPI Complaint - Billing Issues - D.N.

You don't often get email from [REDACTED]. [Learn why this is important](#)

**** 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

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

Date of Board confidentiality decision: Tuesday, July 21, 2026
Date I received the decision: Late evening, Tuesday, July 21, 2026

Hi Lisa,

I am writing regarding the Board's decision under Regulatory Rule 12 on my request for confidentiality.

Under Rule 12(12), where the Board rejects a claim for confidentiality, I may within seven (7) days of receiving the decision, **or such other time as the Board may allow**, notify the Board in writing if I wish to withdraw my complaint.

I respectfully request an extension of that period to 21 days from the date I received the decision to August 12, 2026.

I am not withdrawing my complaint at this time. I need additional time to decide whether to withdraw or to proceed with my name on the public record, for the following reasons:

1. Nature of the decision. The ruling grants confidentiality for my mailing and civic address, account number, email, phone number, and meter number, but denies confidentiality for my full name. That choice has lasting consequences for a public, searchable Board record. I need adequate time to consider it carefully.
2. Self-represented party. I am self-represented and do not have counsel on retainer for this matter. Seven days is a very short period in which to understand the ruling, the Rule 12(12) options, and the practical effect of proceeding versus withdrawing.
3. Hearing impairment and email-only communication. I am hearing impaired and rely on written (email) communication. If I need further research or advice, I cannot efficiently resolve questions by telephone within a compressed timeline.
4. Post-breach security concerns. My complaint arises in the context of Nova Scotia Power's 2025 cybersecurity breach, in which customer personal information was compromised. I remain concerned about further public exposure of my identity in connection with this dispute and need time to weigh those risks against continuing the complaint.
5. Complexity of the underlying complaint. The complaint involves billing adjustments, Customer Care process issues, Dispute Resolution Officer process issues, and information-security concerns. The decision whether to keep that matter alive should not be forced on an unduly short default timeline when the Rules expressly allow the Board to grant more time.

6. No prejudice from a brief extension. A short extension will not harm Nova Scotia Power or the Board. The complaint is already filed. I am only asking for more time to exercise the withdraw-or-proceed choice under Rule 12(12). I am not asking the Board to delay serving the utility or to suspend the file indefinitely.

I would be grateful if the Board would:

- grant the extension to August 12, 2026; and
- confirm in writing (a) the new deadline and (b) whether the period is counted in calendar days from the day after I received the decision.

Thank you for your consideration.

David

Sent with [Proton Mail](#) secure email.