

From: [REDACTED]
Sent: August 5, 2026 9:40 PM
To: Wallace, Lisa <Lisa.Wallace@novascotia.ca>
Cc: Penney, Nicole <Nicole.Penney@novascotia.ca>
Subject: Re: M12972 - NSPI Complaint - Billing Issues - David Nickerson

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

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Hi Lisa,

I have some questions, Re: "You are further advised that information regarding complaints filed with the Board is a matter of public record and, while the Board will redact all personal identifiers from its published documents, they can be accessed by others through the Board's public website and in an un-redacted format at the offices of the Board."

Would you be able to clarify some things for me?

1. "You are further advised that information regarding complaints filed with the Board is a matter of public record and, while the Board will redact all personal identifiers from its published documents, they can be accessed by others through the Board's public website ..."

Question: When you say "they" in this context, what are you specifically referring to - the documents, all the personal identifiers, or both?

2. You point out that "others" can access documents "in an un-redacted format at the offices of the Board."

Questions: Who specifically does "others" mean? Are you talking about granting restricted access by only those who are authorized to have such access, such as NSEB, NSP, or DRO people? Or, are you talking about any member of the general public who requests the documents?

Continuing on, when you say "un-redacted format", what does that mean in the context you have laid out? Does this mean that the "others" (whoever they may be) would have access to my personal identifiers, such as Civic/mailling addresses, Account numbers, email addresses, and so on, which the NSEB agreed would be kept confidential?

Additionally, to clarify on my part, NSP has not issued any disconnect notices to me. I had asked the question only because their bill is growing large at this point and I was being proactive with my enquiry.

I also note that as of today's date, August 5, 2026, I have not received my latest bill online from NSP. However, interestingly enough, I did receive an email on July 29, Subject: Meter read ****DO NOT REPLY EMAIL**** [sic]. That email stated my bill should have posted overnight, but as of this point it has not. The email did state the amount NSP feels I owe, but that is not a bill in my opinion.

As this is uncharacteristically late, I sent customer care an email asking if they could advise when my latest bill would be posted online. I have received no reply as of yet. I am uncertain what is going on at this point on NSP's end. I would like to have my bill for my records.

Finally, In my correspondence with you moving forward, should I continue to CC Nicole only, or do I now need to CC all parties listed on this email (all the NSP members)?

Thank you for your help,

David