

From: [REDACTED]

Sent: September 16, 2026 9:32 PM

To: Wallace, Lisa <Lisa.Wallace@novascotia.ca>

Cc: Penney, Nicole <Nicole.Penney@novascotia.ca>; Podolyako, Maryna <Maryna.Podolyako@novascotia.ca>; Nguyen, Anh <Anh.Nguyen@novascotia.ca>; RegulatoryCustomerProceedings@nspower.ca; Blake Williams <Blake.Williams@nspower.ca>; Carley Freeman <carley.freeman@nspower.ca>; Chris Lanteigne <chris.lanteigne@nspower.ca>; Jennifer Ross <jennifer.ross@nspower.ca>; Kathleen Murray <kathleen.murray@nspower.ca>; Lisa Forsey <lisa.forsey@nspower.ca>; Sofia Reiner <sofia.reiner@nspower.ca>; Sonia Liao <sonia.liao@nspower.ca>

Subject: Subject: M12972 — Reply due date, records request, and secure transmission

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Subject: M12972 — Reply due date, records request, and secure transmission

Hi Lisa,

Nicole Penney's email of September 8, 2026 acknowledged receipt of NS Power's response to my complaint, posted as Exhibit N-9, and drew my attention to a due date of Tuesday, September 22, 2026 for my response.

Request to extend the due date

To verify the figures in NS Power's response, I need my own billing records. On Friday, September 11, 2026, I emailed a request to Carley Freeman at Regulatory Customer Proceedings at nspower.ca asking for an official billing-system extract in Microsoft Excel (.xlsx) format and PDF copies of my bills for the period in dispute, together with confirmation of the most recent payment received and the current account balance. As of today, September 16, 2026, I have not received an acknowledgement of that request or the records.

NS Power's response encloses invoice images and an account ledger at Confidential Attachments 3 and 4. What I asked NS Power for is different: its own complete official billing-system extract in .xlsx format, showing for each bill - the bill date, service period, meter readings, kWh used, whether the reading was actual or estimated, all charges, credits, adjustments and taxes, the total due and payments applied, together with PDF copies of all bills for the period. I need NS Power's official figures in that form to compare against my own records at Exhibits A, B and C, and I cannot address the billing-credit issue until I have them.

I respectfully request that my due date be set at 30 days from the date NS Power provides those records. I also have other urgent matters requiring my attention, both current and upcoming, and would prefer not to place those reasons on the public record. I am willing to provide details to the Board separately if that would assist. If NS Power does not provide the records, I ask that the Board set a new date allowing me a comparable period.

Given the circumstances, I do not believe I can give an adequate reply by the expected September 22 due date. I would appreciate the Board's direction on this request.

If the Board is not able to decide this request before September 22, I would ask to be advised whether the Board expects any filing from me on that date, and whether the reply period will be held pending the Board's decision.

Correction to my records request

In my email to Ms. Freeman I described July 22, 2024 as a bill date. It is not. July 22, 2024 is the start of the July 22 to September 20, 2024 service period, and the bill for that period is dated September 25, 2024, as shown in Exhibit C to my complaint.

Directing requests to NS Power

The Board's August 5, 2026 letter identified Blake Williams, VP, Regulatory and Legal, as the NS Power contact for this matter, and NS Power's September 8, 2026 response was signed by Kathleen Murray, Regulatory Counsel. When I need to request documents from NS Power, should those requests be directed to Mr. Williams, to Ms. Murray, or filed through the Board? I would also appreciate guidance on who should be copied. I had assumed a request for my own account documents could go directly to NS Power, but I want to follow the correct process.

Transmission of confidential material

NS Power's September 8, 2026 response asks the Board to "consider the enclosed information confidential due to the personal nature of the information that has been provided," and states that NS Power forwarded a copy of that correspondence to me by e-mail. The copy I received, in an email from Carley Freeman, included Confidential Attachment 3, and pages 1 through 16 of that attachment carry my name, my civic address and my account number. Material NS Power itself asked the Board to hold confidential was therefore sent to me as an ordinary email attachment. These are the same identifiers the Board determined, in its letter of August 7, 2026, do not need to be made public in this matter.

The Board's Electronic Filing Policy provides at paragraph 21 that a Member or Clerk may give additional direction on the sharing of documents between parties. I respectfully request such a direction: that confidential material in Matter M12972 be transmitted through the Board's secure file transfer channel rather than as email attachments, both for confidential documents I file and for confidential documents provided to me, including the billing records I have requested from NS Power.

Matter number

The email transmitting NS Power's response on September 8, 2026 carried the subject line M13034 - Nickerson DRO Appeal - Response, and the attachment filename also referred to M13034. The letter itself is correctly headed M12972. I note that you confirmed this by email the same day, writing that the subject line contained the wrong matter number and that the attached letter had the correct matter number, M12972.

M13034 appears on the Board's website as a separate matter. I am recording this observation for the record, and I would appreciate written confirmation that no document relating to me has been filed or posted under M13034, and that my material appears only under M12972.

Thank you,

David