

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

Sent: September 17, 2026 3:18 PM

To: [REDACTED]

Cc: Nguyen, Anh <Anh.Nguyen@novascotia.ca>; Cavanaugh, Marina <Marina.Cavanaugh@novascotia.ca>; Penney, Nicole <Nicole.Penney@novascotia.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>

Subject: M12972 - NSPI Complaint - Billing - Nickerson

Good afternoon,

I will address each of your concerns as titled in your email below.

Request to Extend the Due Date:

The reason that you appear to be requesting an extension is so that you can have a response to your email of September 11, 2026, to NS Power. The Board is not in receipt of a copy of this email and would point out that, since the matter is under appeal to the Board, all correspondence should be copied to all parties.

NS Power's response is the information they have on file in relation to the matter, not what has been requested by you in your email of September 11, 2026. Your reply to NS Power's response should be based on what they have provided so far and if you wish anything else to be provided, you could acknowledge that in your reply. The Board reviews the initial responses and, if they feel further information is required, they issue Information Requests (IR's) to whichever party it requires the information from. Both parties were given equal time to file their initial information, being 10 business days (two weeks). A 30-day extension does not seem reasonable in the circumstances.

The Board would ask that you reply to the information that has been provided thus far and if the Board feels that more information is required, the IR's will be issued.

Correction to Your Records Request

This will be reviewed by the Board in making its decision in the matter, after all information has been obtained.

Directing Requests to NS Power

When we send out our initial acknowledgment letter, we always indicate Blake Williams, VP, Regulatory and Legal, as the contact until we are advised otherwise. Typically, they assign someone after they receive our letter. In this instance, Kathleen Murray, Regulatory

Counsel, is their designated contact. You are still required to copy everyone as included on this email.

As noted above, since this matter is before the Board, at the very least we would want to be copied on any correspondence you have with NS Power, but ultimately, it should go through the Board.

Transmission of Confidential Material

Confidential materials sent by NS Power to the Board are sent through the secure submit portal, the same as any documents submitted by yourself to the Board. When NS Power sends documents to you, they have no other means than to provide it to you via email or regular mail. The confidential information included in their documents is your information, and they are providing it to you. Again, I reiterate, no confidential documents provided to us by NS Power through our secure submit are put on our public website.

Matter Number:

In the Board's opinion, this has been dealt with. There is no document relating to you that has been filed or posted under M13034.

If you have any further questions, please advise.

Regards,
LISA WALLACE
Chief Clerk
Nova Scotia Energy Board
T 902 424 1332 Ext. 9291
TF 1 833 809 0040
F 902 424 3919



Statement of Confidentiality

This message (including any attachments) may contain private or protected information meant for a specific person or organization. If you received this by mistake, please let the sender know, do not communicate the content, and delete the email from your system. Thank you.