

From: [REDACTED]
Sent: September 20, 2026 8:45 PM
To: Wallace, Lisa <Lisa.Wallace@novascotia.ca>
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: Re: M12972 - NSPI Complaint - Billing - Nickerson

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

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RE: My email - Subject M12972 - Reply due date, records request, and secure transmission

Hi Lisa,

Please note the attached September 10 request addressed to "Carley Freeman Regulatory Customer Proceedings at nspower.ca" under the subject "M12972 - Request for billing extract and bill copies".

The request is attached to this reply in full and unaltered, and all parties listed on your last email are copied here. I should also correct the date: my September 16 letter described that request as sent on September 11, and your reply repeats that date. The email was in fact sent on September 10, 2026. I did not copy the Board or the other parties at the time, and I accept that I should have. This was the email that the Board did not have due to my misunderstanding. I will include my official request for the NS Power records in my reply, but I also included it here to provide the Board with updated context.

NS Power, please note: I will ask that you not send any records at this time until I have formally made a revised request in my formal reply to your response.

Lisa: For clarity, I will address your reply section by section and include your text in quotes with my reply following in the appropriate places.

Request to Extend the Due Date:

1. "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."

Yes, somewhat, but that is only partially correct. Although I stated that reason in greater detail, it is not the central reason for my request. My priority is the one I noted more briefly: "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."

What I was referring to concerns my health conditions. I did not and do not wish to discuss those here, but I would respectfully ask the Board to give that consideration a larger appropriate weight in reassessing my request for a 30-day extension as being reasonable under these circumstances. If 30 days is beyond what the Board is willing to grant, I would ask that a shorter extension be considered instead.

In addition to the health reasons, as a further consideration for the Board, I would also note that the number of hours required for me to personally prepare adequate responses to this matter is very substantial.

Expecting a customer to respond with detailed answers to complex subjects adequately, within a set number of days, inside what can best be described by an ordinary customer as "unfriendly" bureaucratic systems is inherently unreasonable. Note also, the majority of people do not have an understanding of how these systems work and I am no exception.

As you will see further on, I made a mistake in my understanding how this system worked in this particular instance. That mistake led to multiple days of that reply deadline being used up, unintentionally. Thus the allotted 10 day time period was shortened partially because of that, but also because of the health reasons I mentioned. Things are not always black and white as most can appreciate. I am asking that these things be taken into consideration as well, and not just the "waiting for a response from NS Power" as the only reason in play here.

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2. "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."

Please see opening statement of this email.

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3. "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."

If I understand you correctly, I should have made my initial request for more information from NS Power (records) in my actual reply to the Board regarding NS Power's response, meaning I should not have asked NS Power separately beforehand.

That was a mistake on my part. I am unfamiliar with how the whole process works and I am learning as I go so to speak. I will keep this in mind moving forward.

Regarding the 30-day extension seeming unreasonable, I would again ask the Board to reconsider an extension using the new information I provided previously. As it stands at the time of writing this email, September 20, 2026, I do not feel I can respond to NS Power properly by the deadline date of September 22, 2026. I would appreciate any guidance the Board has on this request.

Correction to Your Records Request

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

Acknowledged. I will continue to note any corrections as I identify them, so that the record stays accurate and all parties remain aware.

Directing Requests to NS Power

5. "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."

Noted, and thank you for the clarification. Unless otherwise instructed by the Board, I will direct all future communications in this matter to the Board, copying all parties listed on your correspondence.

Transmission of Confidential Material

6. "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."

I accept that the Board has not placed confidential documents from NS Power on its public website. I have no concerns presently with the Board in that respect.

I also understand that the information NS Power sends me is my own information and that they are providing it to me. That is a given and to be expected.

Respectfully, however, that is not the problem in NS Power's September 8, 2026 response. The issue is not the content of the information, but how it is transmitted, where it is stored, under what conditions, and who has access to it in unencrypted form.

Issues 4 and 5 of Section 3 of my Statement of Complaint deal directly with NS Power's handling of customer personal information, with related elements in Issues 2 and 3. Issue 4 as filed concerns the absence of a secure channel for customers to submit information to NS Power. The September 8 transmission raises the same concern in the opposite direction, meaning information sent by NS Power to me, and I raise it now as an extension of that issue rather than a restatement of it.

However, on one point I am now thoroughly confused.

1. The Board's Electronic Filing Policy provides at paragraph 21 that "A Member or Clerk may give additional direction on sharing of documents between parties in electronic form, paper form, or both," and at paragraph 33 that a party using the Board's secure file transfer service may transfer confidential files to the Board for posting to the matter folder, with all parties entitled to receive them notified automatically. Paragraph 36 provides that documents containing confidential information should not be sent by ordinary email.
2. I was under the impression that any confidential personal information outside of my name **in this matter** would be sent by the parties (NSEB, NSP and myself) using secure portal. In this case I believed that to be TitanFile. I further believed that this was required of all 3 parties to follow that. To be fair, this was an assumption on my part but it was based on my understanding of how things worked.
3. I believed that because the Board's Electronic Filing Policy provides for it in "4.7 Electronic Filing Policy - Proceedings," available on the Board's website under Legislation, Rules & Guidelines, paragraphs 21, 32, 33 and 36. SEE: https://nserbt.ca/sites/default/files/Electronic_Filing_Policy_REVISED_NSEB_2025.pdf Nova Scotia Energy Board.
4. On reviewing my records, I see that the Board's letters of July 21, August 7 and August 24, 2026 were sent to me by email and contained my personal identifiers, including my civic address. I did not notice this at the time.
5. I continue to disagree with the practice of sending personal identifiers, other than my name, by email in this matter. That concern applies in particular to material a party has itself

designated confidential, as NS Power did with its September 8, 2026 response, and it applies equally to correspondence sent to me by the Board.

6. I note that NS Power already transmits confidential material in this matter to the Board through a secure Board channel, as confirmed in your email of September 17, 2026. No new arrangement would therefore be required of NS Power. Paragraph 21 of the Electronic Filing Policy provides that a Member or Clerk may give additional direction on the sharing of documents between parties, and paragraph 37 provides that distribution of documents filed in confidence "will be subject to any restrictions directed by the Board."

To be clear about what I am asking, I request a direction under paragraph 21 of the Electronic Filing Policy that, for the remainder of this matter, any document containing my personal identifiers other than my name be provided to me, whether by NS Power or by the Board, through the Board's secure file transfer service rather than by email or email attachment. If the Board declines this request, I ask for written confirmation of that decision so the position is clear on the record.

Matter Number:

7. "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."

Thank you. I accept the Board's confirmation and consider this resolved.

My Opinion: I am frustrated with this process

I want to be very clear about this. This opinion is NOT personally directed at any individual(s). It is directed at how the system works based on my experience with it up to this point. From the very beginning of the issues which caused my complaints in the first place, my experience in dealing with NS Power customer care, the Dispute Resolution Officer (DRO), and the Nova Scotia Energy Board (NSEB) has been one more of frustration and stress rather than straightforward answers and solutions. This whole affair has been an uphill battle from day one with what seems to be one roadblock after another being encountered. While I am committed to abiding by the rules and regulations, I am at the same time determined to represent myself with the facts as I know them to the best of my ability. It is my view that the way these systems are designed and operated do not help the customer.

End of My Opinion:

Thanks,

David

2026-09-10_Subject: M12972 — Request for billing extract and bill copies

Carley Freeman

RegulatoryCustomerProceedings@nspower.ca

Subject: M12972 — Request for billing extract and bill copies

Hello Carley,

Please forward this request to the appropriate NS Power billing or regulatory contact.

Thanks,

David

Hello,

I am requesting records relating to my account.

Please provide an official billing-system extract for all billing and payment activity beginning from the bill dated July 22, 2024 through to the most recent bill issued and the most recent payment received.

Please provide the extract as a Microsoft Excel workbook in `.xlsx` format. Please do not provide CSV as the only electronic format.

In addition, please also provide PDF copies of all bills for the same period.

For each bill in the Excel, please include:

- Bill date
- Service period
- Previous and new meter readings

- kWh used
- Whether the reading was estimated or actual
- All charges, credits, discounts, taxes, and adjustments
- Total amount due
- Payments applied

Please also confirm:

- The date and amount of the most recent payment received
- The current account balance

Please include all bills, estimated bills, reconciliation bills, credits, adjustments, and payments within this period. I am requesting the complete official figures so that I can compare them with my meter readings and records.

Separately, please explain why NS Power's September 8, 2026 response identified invoices beginning March 20, 2024 as relevant to Matter M12972. I am not clear on the purpose of that earlier date.

Thank you,

David