

From: [REDACTED]
Sent: October 5, 2026 1:42 PM
To: Wallace, Lisa <Lisa.Wallace@novascotia.ca>
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Subject: M12972 – Confidentiality Agreement, Reply to NS Power September 8 Response

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October 5, 2026

M12972 – Confidentiality Agreement, Reply to NS Power September 8 Response

Hi Lisa,

Thank you for your answers regarding the Confidentiality Agreement. I have read them in the original message. Respectfully, I have decided not to sign the Confidentiality Undertaking and Agreement. I believe that is the simplest and fastest way to move forward at this time.

Regarding your email of September 28, I agree that correspondence was a procedural question. I am fine with your decision and how it was recorded. I see no reason at the present time why that correspondence would need to be public.

Reply To NS Power:

Please find attached my response to NS Power's September 8, 2026 reply to M12972 complaint. SEE attachment "**M12972 – Rebuttal to NS Power September 8 response**"

Please enter this current email and attachment as part of the public record. As this email contains my reply to NS Power's September 8 response to my complaint, I have CC'd the other parties on this email as well.

Conceding:

You will note in my reply that I am conceding that I do owe the disputed bill to NS Power. I made a mistake and I will be paying the owed amount of \$654.66 as soon as I can reasonably do so.

Because I am conceding the billing dispute, there is no reason NS Power would need to send me any further confidential information regarding billing matters. As well, my reply to NS Power's September 8 response contains no confidential information.

In regards to the future handling of confidential information, I would ask the Board to note "Item 1- Limited concession and remaining issues" in my attached reply.

Please note. This concession is limited to the billing-credit issue. It does not withdraw or concede the remaining issues in my complaint:

1. NS Power's handling of my complaint.
2. Whether the conduct described in my complaint reflects a broader systemic failure in complaint handling and internal accountability.
3. The absence of a secure channel through which customers could submit personal account information following the 2025 breach.
4. NS Power's acknowledged breach and remediation commitments.
5. My request for a written copy of the Board's final decision, findings, and any recommendations or directions.
6. The Dispute Resolution Officer's closure of my file.

Further details are in my attached response to NS Power.

Current Matter progress:

Respectfully, I can see where this process has times where it gets bogged down. I can understand the Board's frustration at times and I am sure the Board has understood my frustration as well. I see it on both sides. In light of that, I wanted to make my position open and transparent to address any confusion about the reasons for my questions.

While my asking questions played some part in that bogging-down frustration, I would not agree I shoulder a larger responsibility for those questions.

Any questions I asked were a response to the various answers, half-answers, or non-answers I received from some of the parties involved. I asked my questions in good faith. This is a hearing after all, and I don't apologize for asking detailed questions considering the context of what has taken place.

Let's not forget where the original problem came from. I would remind the Board that if NS Power's Customer Care system had addressed the billing problem originally, this hearing would never have been necessary.

My original issue with NS Power was by no means a complicated problem. My original question can be summarized simply – “The bill does not seem correct from what I can see. Please have someone look at it and we can work it out.” This was not an unusual problem.

It is important to note the other issues in my complaint were only born afterwards, and those were a direct result of NS Power’s failure and refusal to handle even a basic customer billing request in a digitally secure manner.

There are other factors which have also contributed to the bogging-down, including the bureaucracy of the hearing itself. Things may have started with the responses of NS Power Customer care in the beginning, but the DRO/NSP, along with the NSEB have at times created circumstances where answers were simply not forthcoming, which invited yet more questions.

I think the record adequately reflects why questions were being asked. If there were too many questions, I believe they were asked for good reasons.

I look forward to the Board’s next steps in this process.

Thank you,

David