

From: Ken McPhee [REDACTED]
Sent: September 8, 2026 11:36 PM
To: Wallace, Lisa <Lisa.Wallace@novascotia.ca>
Subject: Re: M12980 NSPI DRO Appeal - Billing Issues - Kenneth McPhee

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

Exercise caution when opening attachments or clicking on links / Faites preuve de prudence si vous ouvrez une pièce jointe ou cliquez sur un lien

The answers to your questions:

IR-1 A- Not quite sure, but I think it was a 1st or 2nd of October. When owner [REDACTED] told me I had to change power over to my name

B-the owner gave me unit 20, and that is what I told NSP

C-Moved in Oct. 1, 2025 and moved out Jan. 28, 2026

IR-2 A-called in for hookup for February for 1078, but then had address [REDACTED] changed to 1076 after I moved in on February 1

B-January 31, 2026

IR-3 It was not until late December that the neighbor told me the meters were [REDACTED] wrong and that she had received the bill for my unit and what she paid was [REDACTED] for my unit.

The Apt. Numbers were not added until December, as I had Apt. [REDACTED] and then [REDACTED] 19

There was no one in the other unit when I requested the meter changed to [REDACTED] my name. It was not until the following week the other unit occupied.

I was unable to get a mailing address, as Canada Post had no record of this address. I had to get my mail at Gen. Delivery, Baddeck NS
