

August 5, 2026

Lisa Wallace
Chief Clerk of the Board
Nova Scotia Energy Board
1601 Lower Water Street, 3rd Floor
Halifax, NS B3J 3S3

Re: M12984 – DRO Appeal – Jaspreet Singh Somal

Dear Ms. Wallace:

Nova Scotia Power Inc. (NS Power, Company) writes regarding the appeal filed by Mr. Jaspreet Singh Somal.

In reviewing Mr. Somal's account and billing history in connection with this appeal, NS Power identified an error in the handling of his final account balance.

Mr. Somal's final account balance was due on March 19, 2026. As the balance remained unpaid after that date, the account was reviewed for collection activity. However, a security deposit remained on the account and should have been applied to the outstanding balance before the account was referred to collections.

Ordinarily, the security deposit refund would have been processed shortly after the issuance of the final bill. However, at the time, NS Power was managing a significant volume of billing adjustments, which delayed processing of the refund. The security deposit adjustment was ultimately issued on March 31, 2026. Following that adjustment, the balance owing on Mr. Somal's account was reduced to \$293.46, and the due date for that adjusted balance was April 30, 2026.

The outstanding balance was referred to collections in error before the adjusted balance became due. The employee involved has received coaching and feedback regarding the proper handling of accounts with pending security deposit adjustments to help prevent a similar error from occurring in the future.

NS Power sincerely apologizes to Mr. Somal for this error and for any inconvenience it may have caused. To remedy the matter, NS Power has recalled the account from collections in its entirety and, in recognition of the inconvenience experienced by Mr. Somal, has waived the full outstanding balance of \$293.46. As a result, there is no

longer any amount owing on the account.

NS Power has also taken steps to correct any records arising from the account's referral to collections. These updates are generally reflected within 30 days, although they are often completed sooner. If Mr. Somal experiences any issues after that time, he is encouraged to contact NS Power at customerrelations@nspower.ca.

In light of these corrective actions, NS Power respectfully submits that the issues giving rise to this appeal have been fully resolved. Accordingly, NS Power requests that Mr. Somal and the Board confirm whether the appeal may now be considered resolved and the matter closed.

Yours truly,



Kathleen Murray
Regulatory Counsel

Encl.

c. Mr. Jaspreet Singh Somal