

From: Jaspreet Somal [REDACTED]
Sent: August 20, 2026 4:32 PM
To: Penney, Nicole <Nicole.Penney@novascotia.ca>
Cc: Wallace, Lisa <Lisa.Wallace@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>; Sonia Liao <sonia.liao@nspower.ca>
Subject: Re: M12984 NSPI DRO Appeal - Billing Issues - Jaspreet Singh Somal

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

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Dear Ms. Penney,

Thank you for allowing me to respond.

I acknowledge and appreciate NS Power's August 5 response, its apology, waiver of the \$293.46 balance, recall of the collection account, coaching, and steps to correct the resulting credit reporting.

I also appreciate NS Power's confirmation that the security deposit should have been applied before the account was referred to collections, incorrect forwarding to the collections and that the adjusted balance was not due until April 30, 2026, meaning the earlier collection referral was made in error.

CBCC has since confirmed that my account is closed, no further funds are owing, and notification has been sent to have the item removed from my credit report.

I am satisfied with the financial and collection-related corrective action taken. I respectfully ask that the above circumstances remain reflected in the record. As my original appeal also raised regulatory issues that were not addressed by the DRO, I leave it to the Board to determine whether any further findings on those matters are necessary.

I sincerely appreciate the Board's consideration of my appeal and NS Power's subsequent review and corrective action.

Kind regards,

Jaspreet Singh Somal