

From: Paul Bernard [REDACTED]
Sent: October 5, 2026 12:38 PM
To: Penney, Nicole <Nicole.Penney@novascotia.ca>
Subject:

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

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Good day I'll address all these requests.

IR-1

We're opted into paperless billing so an email was sent every month saying the NSP invoice is ready. However letters were still sent to the house if we were being informed of service changes or status updates. We didn't change the method after moving and could still access the the account after closing which didn't contain any final notices or collection alerts and still doesn't to this day.

IR-2

Our payment frequency changed because we didn't receive any bills. The first one was dated July to Dec and contained over 250 days of service which was estimated. We then contacted them for clarification and were informed the meters would be read in the future and reconciled. We made payments in good faith not knowing what was actually owed.

IR-3

During the call in February is when alternate phone numbers and email details were updated and verified. After closing the account we weren't contacted again by NSP. Not even one letter to the house address, which NSP confirmed.

IR-4

We received our final April bill in the standard paperless method. We weren't confident the account had been properly adjusted by then so we made another similar payment in May to ensure it was up to date.

IR-5

The payment amounts were arbitrary after speaking to NSP in Feb. They advised us the bills were inaccurate and would be updated in the future. We weren't informed in any way our account was being sent to collections

IR-6

I have an active account at another unrelated address in good standing. After this experience I would of course choose another power company if I could.

In relation to that I discovered recently they have been double charging that address for half of this year, I was made to call to correct their mistake. They agreed I was billed incorrectly and the matter would be escalated and reflected on the next bill. The next week half was credited, I called and the agent advised me they owe more and would escalate again. I'll find out at their convenience what/if action was taken and have to call if it's done improperly or not at all. This has me inclined to scrutinize the Herring Cove road bills which I've trusted until now.

This was overlooked by them and proves their calculations can be erroneous. I'd be very happy to substantiate this incident, the account number is [REDACTED]

IR-7

We don't have correspondence with the collection bureau, after receiving their letter in the mail sent to our home address we immediately contacted the DRO. They're based in Toronto and the amount was for the remaining \$1673.74 account balance.

IR-8

We would expect compensatory damages from NSP for affected credit. Their mistreatment has caused this extended dispute process. They showed negligence by not informing us of the account status. They were dishonest about not being penalized for delayed payment. They proved disregard for their customers by promptly sending us to collections wrongfully without notice.