



September 8, 2026

REDACTED

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

Re: M13034 – Customer Complaint – Jefferson Crabtree

Dear Ms. Wallace:

Further to NS Power's letter of August 24, 2026 requesting an extension to provide an update on the status of Mr. Crabtree's complaint, and Mr. Crabtree's August 28, 2026 email enclosing correspondence from John Chandler, KC, and [REDACTED] NS Power has obtained legal advice regarding this matter.

In NS Power's view, its easement over [REDACTED] is valid. NS Power also recognizes its statutory duty to provide service to Mr. Crabtree. However, in light of the acrimonious nature of the dispute between Mr. Crabtree and [REDACTED] NS Power is not prepared to jeopardize the safety of its employees by proceeding with the installation of the requested power poles without the presence of law enforcement in case of potential escalation.

Therefore, NS Power intends to pursue a court order to facilitate law enforcement attendance while the required work for Mr. Crabtree is completed and to ensure that the work can proceed safely.

According to the correspondence provided by Mr. Crabtree in his August 28, 2026 email, [REDACTED] has expressed his opinion that the easement is invalid and that the deed transfer to Mr. Crabtree was obtained under false pretenses. As Mr. Crabtree has legal counsel, NS Power will leave the inter-party dispute to Mr. Crabtree and [REDACTED] to resolve.

Given the time required to obtain a court order facilitating law enforcement attendance while NS Power completes the installation work at [REDACTED] NS Power requests that this complaint be held in abeyance pending further steps.

September 8, 2026
L. Wallace

NS Power can keep the NSEB apprised of the next steps in this matter, but it will not be possible to have Mr. Crabtree's service connected on September 8, 2026 and, depending on the timing of the court process, service may not be connected for several weeks.

Yours truly,

A handwritten signature in blue ink, appearing to read 'J Ross', with a stylized flourish at the end.

Jennifer Ross
Director, Regulatory Planning & Compliance

c. Mr. Jefferson Crabtree