

9 October 2026

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

Re: M13034 - Crabtree NSPI Complaint - Service Completed; Complaint Not Fully Resolved

Dear Ms. Wallace:

I confirm that Nova Scotia Power completed the electrical-service installation at [REDACTED] on October 7, 2026. I appreciate the work performed by the installation crew and everyone who ultimately helped bring the project to completion.

However, I respectfully ask that the Board not close M13034 at this time. Completion of the physical installation resolves my immediate need for service, but it does not resolve the outstanding \$2,000 rock-breaking deposit or explain the administrative failures and changing prerequisites that delayed the installation for more than four months.

This filing is prompted in significant part by internal customer and service-order records that NSP recently disclosed to me in response to my request for access to my personal information. Those records provide the first internal account of how Work Order 9650930 was handled. They do more than repeat the correspondence already before the Board: they clarify, and in important respects conflict with, explanations NSP previously provided to the Board and to me.

The clearest example concerns the easement. In its August 24 letter to the Board, NSP stated that there were “easement issues with Mr. Crabtree's neighbour” that were causing difficulty in scheduling the work. Yet a September 4 internal note states that “the easement issue was not an issue”; that the neighbour approached the crew and said there was an issue, after which the crew left; and that the issue had been “resolved months ago.” That distinction is central. The records indicate that there was not a defect in or unresolved legal problem with NSP's easement. Rather, the operational problem was the neighbour's objection to NSP exercising rights that NSP's own later correspondence acknowledged were valid.

The same September 4 note records that, because the Board was involved, the file “really should have been SVCB to better manage.” I do not know what “SVCB” signifies within NSP and ask that NSP explain it. On its face, however, the note indicates that a different internal handling or escalation path was considered appropriate once the regulatory complaint existed. That raises a straightforward question: why was the work order not managed through the appropriate process before Board involvement became necessary?

This consolidated filing includes a summary exhibit followed by the principal newly relevant records. My September 15 submission and its other exhibits remain part of the Board record and are incorporated by reference rather than duplicated here. For convenient comparison, I have repeated only the June vegetation exchange and the July 24 correspondence directing me to resolve NSP's easement problem with the neighbour.

Significance of NSP's internal records

The disclosed internal records also materially clarify the later chronology. On July 24, NSP's records described an August 1 installation as tentatively scheduled. On August 11, NSP issued a quote for \$7,980, including HST, based on rock breaking being required in all seven proposed pole holes. After I questioned the amount and the assumption that every hole would require rock breaking before excavation had occurred, NSP agreed to reduce the required advance payment to a \$2,000 deposit. I paid that deposit on August 13.

The earlier payment records provide important context. NSP issued its original \$5,095.39 line-extension quote on May 19. Under "Customer To Dos," that quote identified payment and legal access through an easement as the requirements to be completed before work could be scheduled. It did not identify a court order, written building-permit exemption, or advance rock-breaking deposit. I paid the quoted amount on May 21, including a separate \$89.17 payment-service fee.

On August 17, NSP advised me that the work had been assigned for August 18. On August 18, I was told that the crews had been diverted because of weather or another emergency. An August 20 internal entry specifically refers to rain on August 18 and states that the work remained in progress.

This chronology is important because it demonstrates that NSP considered the installation sufficiently ready to assign to a crew. The August 18 attendance was not cancelled because a court order, building permit, or municipal exemption document was missing. It was cancelled because of weather.

Only after that weather-related postponement did NSP introduce additional prerequisites. NSP subsequently abandoned its external-security plan and represented that it required a court order before returning. That requirement was later abandoned. NSP then raised the building-permit issue on September 21 and the municipal exemption-form requirement on September 23, even though I had identified the structure as a small, permit-exempt storage shed during my initial May 1 call.

The installation was ultimately completed on October 7 without a court order and without any rock breaking.

Exhibit A presents this chronology and identifies nine documented process failures or unexplained inconsistencies. For each issue, it identifies the documentary basis and the specific clarification requested from NSP. I have deliberately used measured language and am not asking the Board to infer bad faith from any single record. I am asking NSP to provide a coherent explanation of how this work order was administered.

Rock-breaking refund

The installation crew advised me that no rock breaking was required for any of the seven pole holes. NSP previously confirmed in writing that the deposit would be refunded if no rock breaking was required. I therefore ask NSP to confirm:

1. that the full \$2,000 deposit will be returned;
2. the date on which the refund will be processed;
3. the method by which it will be returned; and
4. that no rock-breaking or related excavation charges will be deducted from it.

The payment confirmation shows that I paid a separate \$35 payment-service fee, for a total transaction of \$2,035. My present refund request concerns the \$2,000 deposit NSP expressly agreed to refund if rock breaking proved unnecessary.

I am not asking the Board to award damages or compensation through this complaint. I am asking that NSP account for and return a specific unused deposit in accordance with its written commitment.

Public-interest relevance

The Province's Performance-based Regulation Review Act calls for examination of performance measures concerning customer outcomes, efficiency, customer-service quality, engagement, operational quality, and NSP's management.

Emera and Canadian Utilities also announced a proposed merger on October 6. I recognize that this individual complaint does not determine that transaction. Nevertheless, at a time when NSP's performance, accountability, customer service, and corporate structure are receiving significant public and regulatory attention, this file provides a concrete and unusually well-documented example of how project administration, internal escalation, prerequisite management, and customer communication operated in practice.

Not every Nova Scotia Power customer has the time, resources, patience, or ability to preserve months of correspondence, obtain internal records, organize a detailed chronology, and pursue unexplained administrative problems before the Board. A customer facing the same sequence might reasonably accept each new requirement without realizing that the overall handling of the project warranted examination. The fact that I was able to document and present these issues should not make them relevant only to my individual installation. It gives the Board an opportunity to examine administrative practices that may be difficult for less persistent or less well-resourced customers to identify and challenge.

My professional background in banking, pension administration, and insurance subrogation made me unusually comfortable reviewing records, reconstructing chronologies, identifying inconsistent explanations, and navigating a formal administrative process. Even with that experience - and despite consistently following up and complying with each requirement presented to me - the process took 159 days from my initial May 1 call until service was connected on October 7. This was despite NSP representatives advising me that the work would be completed within seven to ten business days after NSP received the provincial Department of Public Works permit. That permit was approved and delivered to NSP in mid-July. When the installation finally occurred on October 7, the physical work itself was completed by the crew in less than one day. Many customers would not have the same professional experience, available time, or ability to sustain that level of documentation and advocacy.

The issue is no longer simply whether my property eventually received electricity. It is why NSP did not promptly address the neighbouring landowners' interference on June 15 and July 24 through its own easement and operational procedures; why it repeatedly shifted responsibility for resolving that interference onto me despite the rights granted directly to NSP by its registered easement; and why NSP ultimately assumed responsibility for the matter only after months of delay. It is also why a project that had been assigned to a crew for August 18 accumulated new prerequisites after weather postponed the work, why those requirements were not identified before NSP accepted payment and scheduled the installation, and what NSP will do to prevent the same sequence from affecting other customers.

Requested action

I respectfully ask the Board to:

1. keep M13034 open pending a substantive written response from NSP;
2. request that NSP respond individually to each of the nine issues and corresponding questions identified in Exhibit A;
3. require NSP to confirm the amount, processing date, and method of the \$2,000 refund;
4. treat the relevant unanswered questions in my September 15 submission as continuing to form part of the record;
5. permit me a reasonable opportunity to reply to NSP's response; and
6. consider whether the project-management and customer-service issues documented in this file may be relevant to the Board's broader examination of NSP's performance and accountability.

I am pleased that service has finally been connected, and I do not seek to criticize the field crew that completed the installation. My concern is that closing the complaint solely because the physical work was eventually completed would leave the documented administrative failures, changing prerequisites, and unused deposit unresolved.

Thank you for your consideration.

Sincerely,

Jefferson Crabtree

[REDACTED]
[REDACTED]

ATTACHMENT INDEX

Board File M13034 | NSP Work Order 9650930

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Attachment 4	August 11-12 rock-breaking email chain (personal contact information redacted)	30-32
Attachment 5	August 11 quote for seven rock-breaking holes - \$7,980 including HST	33
Attachment 6	Revised \$2,000 rock-breaking deposit quote	34
Attachment 7	August 13 payment confirmation - \$2,000 deposit plus \$35 service fee (redacted)	35
Attachment 8	June 29-July 2 vegetation and easement correspondence with NSP Resolve	36-42
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EXHIBIT A

DOCUMENTED PROCESS FAILURES AND UNEXPLAINED INCONSISTENCIES

Board File M13034 | NSP Work Order 9650930 | [REDACTED]

Purpose

This exhibit summarizes nine process failures or unexplained inconsistencies identified in contemporaneous Nova Scotia Power records and related correspondence. It does not ask the Board to infer bad faith from any single entry. It identifies matters for which a coherent written explanation from NSP would assist the Board in assessing project administration, customer service, internal escalation and prerequisite management.

Central point: NSP's 24 August Board letter referred to easement issues causing scheduling difficulty, while its 4 September internal note stated that the easement issue was not an issue and had been resolved months earlier. NSP also treated the installation as ready enough to assign to a crew for 18 August. That attendance was lost to weather or an emergency. The proposed court-order requirement and the municipal building-status documentation were introduced only afterward. The installation was ultimately completed on 7 October without a court order and without rock breaking.

Abridged chronology of material events

Date	Documented event	Source
1 May	During the initial call to arrange the first scope, Mr. Crabtree identifies the proposed connection as a small storage shed that does not require a building permit. NSP continues with service-capacity questions and does not identify any municipal exemption-form requirement.	1 May call recording
19-21 May	NSP issues its \$5,095.39 line-extension quote on 19 May. Under "Customer To Dos," the quote identifies payment and legal access through an easement as the requirements to be completed before scheduling. It does not identify a court order, written building-permit exemption, or advance rock-breaking deposit. Mr. Crabtree pays the quoted amount on 21 May, plus an \$89.17 service fee.	Attachments 2-3
15 Jun	Mr. Crabtree reports that the neighbour removed NSP's stakes, supplies the registered easement information, and asks NSP to begin its normal process for an interfering landowner before further delay or expense results.	15 Sept. submission, Ex. 4; NSP disclosure, pp. 6-7
29 Jun-2 Jul	NSP Resolve initially says vegetation on the neighbouring property is solely between the customer and neighbour and that work cannot be scheduled until it is resolved. Mr. Crabtree identifies NSP's vegetation rights under the easement. After supervisor review, NSP reverses course and says its crew will handle the branches.	Attachment 8
24 Jul	The neighbour stops NSP's pole contractor. Resolve directs Mr. Crabtree to settle the matter with the neighbour before NSP will proceed. NSP's records also describe an installation as tentatively scheduled for 1 August.	Attachment 9; NSP disclosure, p. 9
26 Jul	The order is shown on hold because of the neighbour/easement issue.	NSP disclosure, p. 9
6 Aug	NSP staff record uncertainty about why rock breaking was required and await an answer from planning.	NSP disclosure, p. 11
11 Aug	NSP issues a \$7,980 quote, including HST, for rock breaking in all seven proposed pole holes.	NSP rock-breaking quote
12-13 Aug	After discussion, NSP reduces the requested advance payment to a \$2,000 deposit. Payment is processed on 13 August, plus a \$35 service fee.	Deposit quote; payment confirmation
17 Aug	NSP tells Mr. Crabtree that the work is assigned for the next day, 18 August.	NSP disclosure, p. 14
18-20 Aug	The attendance does not proceed because crews were diverted by weather or an emergency. A 20 August note identifies rain on 18 August and states that the work remained in progress.	NSP disclosure, p. 14
24 Aug	NSP advises the Board that the plan is to complete the work with external security.	15 Sept. submission, Ex. 11

Date	Documented event	Source
4 Sept	An internal note states that the easement issue was not an issue and had been resolved months earlier. It also records a missing communication and says that, because the Board was involved, the file should have been handled through "SVCB" for better management.	NSP disclosure, p. 16
8 Sept	NSP changes course and tells the Board that it intends to pursue a court order to facilitate law-enforcement attendance.	15 Sept. submission, Ex. 12
21–23 Sept	NSP raises building-permit status and then the municipal exemption-form requirement.	NSP correspondence to Board
30 Sept	NSP records receipt of the building-permit-status letter.	NSP disclosure, p. 17
7 Oct	Installation is completed. The crew advises that no rock breaking was required.	Completion correspondence; crew advice

Nine documented issues requiring explanation

No.	Process failure or inconsistency	Documentary basis	Clarification requested
1	Failure to identify requirements at the outset	The structure was identified as a small storage shed during the initial service process. NSP proceeded through scoping, payment and scheduling without identifying a need for written municipal confirmation. The issue was first raised in late September.	When was the documentation requirement first identified internally, what was its basis, and why was it not communicated during intake or scoping?
2	Payment and readiness controls	NSP's 19 May quote identified payment and legal access as the customer prerequisites. NSP accepted the \$5,095.39 contribution on 21 May, later collected a \$2,000 rock-breaking deposit, and assigned the work for 18 August. Further prerequisites were nevertheless introduced after the weather postponement.	What readiness review occurred before accepting payment and assigning the crew? Which prerequisites did NSP then consider outstanding?
3	Handling of interference with NSP's easement	The customer was repeatedly directed to resolve vegetation and neighbour interference, although the registered easement granted relevant access and vegetation rights to NSP. NSP's 24 August Board letter referred to easement issues, but its 4 September internal note states that the easement issue was not an issue and had been resolved months earlier.	What actual easement issue did NSP believe remained unresolved on 24 August? What procedure normally applies when a grantor interferes with NSP's easement, and when was that procedure invoked here?
4	Basis for the seven-hole rock-breaking estimate	The 11 August quote assumed rock breaking in all seven holes for a total of \$7,980 including HST. NSP's internal note records the customer's question as to how rock breaking could be known to be necessary when no holes had been dug. Ultimately none was required.	What site evidence, test, engineering assessment or contractor information supported assuming that all seven holes would require rock breaking?
5	Quality-control defects in the rock-breaking quotes	The quote displays "#VALUE!" in a cost field and contains standard language stating that additional rock-breaking costs are not included, even though rock breaking is the subject of the quote.	What review was performed before these customer-facing payment documents were issued?
6	Sequential prerequisites after a weather postponement	The 18 August attendance was cancelled for weather or an emergency, not for a missing court order or municipal document. Those matters were raised afterward.	Why did a weather postponement lead to new prerequisites rather than prompt rescheduling under the conditions NSP had accepted on 17 August?
7	Court-order requirement imposed and later abandoned	On 24 August NSP described an external-security plan. On 8 September it said a court order was required. The installation was ultimately completed without the proposed order.	When, by whom and on what factual or safety basis was the requirement imposed? Was any application commenced, and what later made the order unnecessary?
8	Late and unclear building-status requirement	Building-permit status was raised more than four months after NSP had been told the structure was a small storage shed. NSP described the exemption form as required by the Municipality, while the municipal correspondence indicates that it was used to provide the confirmation NSP sought.	Was this documentation routinely required for comparable Chester installations? Why was it not identified earlier, and how should the source of the requirement be characterized?

No.	Process failure or inconsistency	Documentary basis	Clarification requested
9	Internal communication and escalation failures	The 4 September record states that an earlier communication could not be found and observes that, because the Board was involved, the matter should have been handled through "SVCB" for better management.	What communication failed, what does "SVCB" signify, what different handling did it entail, why was that process not used before Board involvement, and what corrective action will NSP take?

Requested response

For each issue above, Mr. Crabtree respectfully requests a written response identifying the relevant decision date, responsible department, policy or factual basis, date communicated to the customer, and any corrective action proposed. He further requests confirmation of the date and method by which the unused \$2,000 rock-breaking deposit will be returned. The separate \$35 payment-service fee is identified for completeness and is not included in the present \$2,000 refund request.

Source record

1. **NSP internal customer and service-order records**, produced in redacted form, 19 pages. Principal references: pp. 9, 11–12, 14, 16–17.
2. **NSP original line-extension quote dated 19 May 2026**, total \$5,095.39, identifying payment and legal access under "Customer To Dos."
3. **KUBRA payment confirmation dated 21 May 2026**, showing a \$5,095.39 payment amount, \$89.17 service fee and \$5,184.56 total paid.
4. **NSP quote dated 11 August 2026**, "NSPI charges for 7 holes rock breaking," subtotal \$7,000; total \$7,980 including HST.
5. **NSP revised deposit quote dated 11 August 2026**, "Deposit for rock breaking," total \$2,000 including HST.
6. **KUBRA payment confirmation dated 13 August 2026**, showing a \$2,000 payment amount, \$35 service fee and \$2,035 total paid.
7. **Mr. Crabtree's 15 September 2026 submission in M13034**, including Exhibit 11 (NSP's 24 August external-security position) and Exhibit 12 (NSP's 8 September court-order position).
8. **June 29-July 2 and July 24 correspondence** concerning vegetation, the easement, and NSP's directions that the customer resolve the matter with the neighbour.
9. **NSP's 23 September 2026 correspondence in M13034**, related Municipality of Chester correspondence, and NSP completion correspondence dated 8 October 2026, all already in the Board record.

Terminology note: The expression "process failure or unexplained inconsistency" is used deliberately. This exhibit distinguishes documentary facts from questions that remain for NSP to answer and does not characterize every disputed operational judgment as misconduct.

Customer Master File (CUST) - CIS0999 - *** NOVA SCOTIA POWER INC. ***

File Edit Functions Go Path Help

Path [] Customer # [] Name CRABTREE, JEFFERSON

Customer Info | NSPI Related Cu | Cust Consent | Cust Addtl Info | Comments | Third Party Lst | Addtl Phone Inf |

Customer # [] CRABTREE, JEFFERSON 

Surname / Company CRABTREE JEFFERSON

Prefix []

Mailing Address [] Phone Number []

DOB: YYYYMMDDW/P []

Postal Code . . . BW 1T0 Carrier Rt [] Delivery Point []

Employer [] Business Phone []

Customer Type [D] Domestic Residential

Aggregate Cr Rating [] Last Maint Date 2022/03/21

Customer Balance [] Last Purge Date []

New Number []

OK Cancel

Customer Master File (CUST) - - *** NOVA SCOTIA POWER INC. ***

File Edit Functions Go Path Help

Path [] Customer Number [REDACTED] Name CRABTREE, JEFFERSON

Customer Info | NSPI Related Cu | Cust Consent | Cust Addtl Info | Comments | Ithrd Party Lst | Addtl Phone Inf |

Consent/SIN Cr Check ☒ []

Consent Given By [REDACTED]

Consent Date [REDACTED]

Use all Cust Info ☒ []

No - Enter Details []

No Details - Addtnal []

No Details - Addtnal []

Privacy Message:Date [] 17

OK Cancel

Customer Master File (CUST) - CIS0999A - *** NOVA SCOTIA POWER INC. ***

File Edit Functions Go Path Help

Path Customer # Name CRABTREE, JEFFERSON

Customer Info | NSPI Related Cu | Cust Consent | Cust Addtl Info | Comments | Third Party Lst | Addtl Phone Inf |

Initial Service Date

Discontinued Date

Language

of Invoice Copies

Default Region

Last Maint Date Last Purge Date

OK Cancel

File Edit Functions Go Path Help



Path Account # Name CRABTREE, JEFFERSON

Landlord Prem. |

Premise Info | Premise Addtl | Account Info | Acct Addtl Info | Acct Dates | Addtl Phone Inf | Acct Bill Comm |

Service address

Premises #	#	Frc	Dirc	Street Name	Type
	Unt	typ	Number	City / Community	
				BLANDFORD	

Location Remarks

was 14

Service Province

NS

Split Service Addr?

☒ Yes ☐ No

Service Postal Code

B0J 1T0

Route Number

Stop Number

Initial Service



Discontinued



Last Bill Date

Work Depot

CHE

Last Maint Date

2026/05/15

Last Purge Date

OK

Cancel

S/O Maintenance - Location Records (SOPR) - CIS3060 - *** NOVA SCOTIA POWER I... □ ×

File Edit Functions Go Path Help

Path ↓

S/O by Pim Lst |

Premises

Open S/O's Only? ☐ Yes ☒ No

Scheduled	Type	Description	S/O Number	Closed
2026/05/15	AB	INSTL	Install - Line ext WMS (Scope)	12428958

Refresh New S/O Select Copy Print Close

S/O Log Cancel

OK Cancel

File Edit Functions Go Path Help

Path Account # 2615770-1 Name CRABTREE, JEFFERSON

S/O by Pim Lst | S/O Entry | S/O Acct Info | NSPI Related Cu | S/O Scripting | Fixed Chrg List | S/O Services |
S/O Comments | Field Comments | Misc Chrg List |

Service Order Type INSTL Install - Line ext WMS (Scope) Service Order Number 12428958

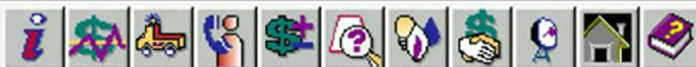
Comment Lines		Type
ADVISED INSTALL [REDACTED]		S
MAY 25 SW JEFFERSON AND HE WAS LOOKING FOR AN UPDATE ON THE POLES		S
TO BE INSTALLED. SW TIER 2 AND WE ARE WAITING TO HEAR BACK FROM		S
THE DEPT OF TRANSPORTATION. [REDACTED]		S
JUNE 15		S
2007- pls dble check was updated easemnet doc # wo# 6355927- 11/2		S
Cust is also asking NSP to add tree trimming to WO # 9650930,		S
at first was going to do it but because tree is on neighbor's pro		S
property need NSP to comp. Also cust adv he has someone that can		S
can do the work, they just need a work order from NSP.		S
SENT EML TIER 2 [REDACTED]		S
[REDACTED] of Aspotogan Tree Service 902-[REDACTED] provided me a		S

Fold/Unfold

OK

Cancel

File Edit Functions Go Path Help

Path Account # 2615770-1 Name CRABTREE, JEFFERSON

S/O by Pm Lst | S/O Entry | S/O Acct Info | NSPI Related Cu | S/O Scripting | Fixed Chrg List | S/O Services |
S/O Comments | Field Comments | Misc Chrg List |

Service Order Type INSTL Install - Line ext WMS (Scope) Service Order Number 12428958

Comment Lines	Type
provided me a quote of \$200 to complete this trimming [REDACTED]	S
ATTCH PIC AND QUOTE TO WO# [REDACTED]	S
6/17/26 PROVIDED EASEMENT DOC NO: 123407869 NOV 2023	S
EMAILED TO T2 - ALSO MENTIONED THAT THE STAKES WERE REMOVED BY TH	S
EIR NEIGHBOR - THEY ALSO WANTED US TO COMPLETE THE TREE TRIMMING	S
[REDACTED]	S
6/19/26 GETTING THIS RESCOPED AS ADV - SINCE THERES AN ISSUE WITH	S
THE STAKES NOT BEING THERE ANYMORE AND REGARDING THE TREE TRIMMI	S
NG - AS HE WANTED US TO TAKE CARE OF IT - RESCOPE BOOKED: 17 JULY	S
- LEFT A VM IN CASE CUST WANTS TO CHANGE DATE [REDACTED]	S

Fold/Unfold

OK

Cancel

S/O Maintenance - Location Records (SOPR) - CIS3025 - *** NOVA SCOTIA POWE...

File Edit Functions Go Path Help

Path Account # 2615770-1 Name CRABTREE, JEFFERSON

S/O by Pm Lst | S/O Entry | S/O Acct Info | NSPI Related Cu | S/O Scripting | Fixed Chrg List | S/O Services |
S/O Comments | Field Comments | Misc Chrg List |

Service Order Type INSTL Install - Line ext WMS (Scope) Service Order Number 12428958

Comment Lines	Type
06/22/26 C12:39PM S/W JEFFERSON RET CALL ADV OF SCOPE DATE BUT LO	S
OKING FOR EARLIER DATE PUT THROUGH BOOKING OUT REQ AS THIS HAS BE	S
EN GOING ON FOR SOMETIME NOW AND JUST LOOKING TO GET PWR ASAP	S
	S
JUNe 24 cust called just missed phone call, re-scope booked for j	S
une 29th, adv he should be there to speak with planner, cust adv	S
neighbours have pulled out the stakes for pole even though easeme	S
nt exist, cust concern he will do it again	S
06/24/26 T2:51PM VOICEMAIL FULL SENT EM TO ADV ON FOR 06/29/26	S
	S

Fold/Unfold

OK Cancel

File Edit Functions Go Path Help

Path Account # 2615770-1 Name CRABTREE, JEFFERSON

S/O by Prm Lst | S/O Entry | S/O Acct Info | NSPI Related Cu | S/O Scripting | Fixed Chrg List | S/O Services |
S/O Comments | Field Comments | Misc Chrg List |

Service Order Type INSTL Install - Line ext WMS (Scope) Service Order Number 12428958

Comment Lines	Type
6/29/26 SW CUST AND ADV THEM THAT THE SCOPE IS SCHED FOR 2 JULY	S
	S
2026/07/24 s/w Jefferson looking for update, advised tentatively	S
on for Aug 1st, says neighbors keep taking stakes out, even thoug	S
h he has an easement, says he wants rcmp on site, advised that is	S
something he can do	S
07/28/2026 sw jefferson, cust inq if we are still set for 08/01/2	S
026 for install, upon review, shows on hold until issue with neig	S
hbor / easement has been resolved	S

Fold/Unfold

OK

Cancel

File Edit Functions Go Path Help

Path Account # 2615770-1 Name CRABTREE, JEFFERSON

S/O by Pm Lst | S/O Entry | S/O Acct Info | NSPI Related Cu | S/O Scripting | Fixed Chrg List | S/O Services |
S/O Comments | Field Comments | Misc Chrg List |

Service Order Type INSTL Install - Line ext WMS (Scope) Service Order Number 12428958

Comment Lines	Type
July 30, s/w CRABTREE, JEFFERSON adv he talked to neighbor regardi	S
ng easement dispute, and they are aware that they did signed ease	S
ment in 2023 which cx provided us but w/o was put on hold called	S
tier 2 sw [REDACTED] and adv. cx said he talked with neighbor and we	S
should be able to move forward with work, [REDACTED] will follow-up	S
with planning dep, cx req. advance notice pls give 1 hr notice if	S
possible at 902-[REDACTED] and cx will call RCMP if require but wa	S
nt work to be done, adv cx Schedule date might change and will ad	S
u him date once hear back from planning dep [REDACTED]	S
8/4/26 sw Jefferson, adv'd don't see any date upd yet per above n	S
otes. sw [REDACTED] T2, checked inbox and nothing back yet. did see >>	S

Fold/Unfold

OK

Cancel

File Edit Functions Go Path Help

Path Account # 2615770-1 Name CRABTREE, JEFFERSON

S/O by Pm Lst | S/O Entry | S/O Acct Info | NSPI Related Cu | S/O Scripting | Fixed Chrg List | S/O Services |
S/O Comments | Field Comments | Misc Chrg List |

Service Order Type INSTL Install - Line ext WMS (Scope) Service Order Number 12428958

Comment Lines	Type
rock breaking prerq, had me EM T2 to ask if cx needs to pay for r	S
ock breaking and if so can quote be sent to cx. adv'd jefferson a	S
lso inq'ing on that for him. [REDACTED]	S
Aug.5/26: Fwd'd email from [REDACTED] to Cent Planning to check on	S
inquiry as Maximo says emailed [REDACTED] - but unsure who she is wi	S
th. [REDACTED]	S
Aug 06 2026 Sw Jefferson, looking for update, Cx wants to know why	S
rock breaking is needed and if needed whats the quote. I advised	S
we have sent an email out and waiting to hear back. Sw T2-[REDACTED],	S
sent another email out to get more info [REDACTED]	S

Fold/Unfold

OK

Cancel

File Edit Functions Go Path Help

Path Account # 2615770-1 Name CRABTREE, JEFFERSON

S/O by Pm Lst | S/O Entry | S/O Acct Info | NSPI Related Cu | S/O Scripting | Fixed Chrg List | S/O Services |
S/O Comments | Field Comments | Misc Chrg List |

Service Order Type INSTL Install - Line ext WMS (Scope) Service Order Number 12428958

Comment Lines	Type
Aug 10 2026 Sw Jefferson, looking to get an update, no update yet	S
from [REDACTED] Sw T2 [REDACTED] sent another email out to [REDACTED] Cx men	S
tioned to no holes have been dug yet for the poles, so how do the	S
y know rock braking is needed. I advised to let's wait to get a r	S
esponce from Planning nd i will follow up on this, and give them	S
a call back once i get a response [REDACTED]	S
08/11/26 04:07PM S/W JEFFERSON CALLED REGARDING THE QUOTE HE REC'	S
D FOR ROCK BREAKING WHICH HE SAYS HE DON'T HAVE AFTER ALL OTHER E	S
XPENSES PD AND HE HAD ALREADY PD OVER \$6000 AND NO LINES YET ADV	S
I COULD HAVE HIS CONCERN FORWARDED TO PLANNING HOWEVER HE'S JUST	S
GOING TO REPLY TO THE PLANNING COORDINATOR'S EM [REDACTED]	S

Fold/Unfold

OK

Cancel

S/O Maintenance - Location Records (SOPR) - CIS3025 - *** NOVA SCOTIA POWE... X

File Edit Functions Go Path Help

Path [] Account # 2615770-1 Name CRABTREE, JEFFERSON

S/O by Pm Lst | S/O Entry | S/O Acct Info | NSPI Related Cu | S/O Scripting | Fixed Chrg List | S/O Services |
 S/O Comments | Field Comments | Misc Chrg List |

Service Order Type INSTL Install - Line ext WMS (Scope) Service Order Number 12428958

Comment Lines	Type
AUG 12 2026 SW JEFFERSON, ADV HE HAS TO REPLY TO THE EML FOR THE PLANNING CODINATOR TO CALL HIM AND TAKE PAYMENT FROM HIM [REDACTED]	S
[REDACTED]	S
[REDACTED]	S
8/13/26 sw Jefferson, wanted to get R quote paid ASAP, EM'd plan coord back but still waiting on cb, so reached out to planner. Planner adv'd to ask if Resolve can take pmts. sw [REDACTED] T2, he reach ed out to Resolve, they adv'd cannot so EM'd plan coord to ask to expedite cb to Jefferson for pmt if poss. they adv'd would try ar ound 2pm today, adv'd Jefferson. [REDACTED]	S
	S
	S
	S
	S
>>>>>>>>>>>>>>>>>>>>>>	S

Fold/Unfold

OK Cancel

File Edit Functions Go Path Help

Path Account # 2615770-1 Name CRABTREE, JEFFERSON

S/O by Pim Lst | S/O Entry | S/O Acct Info | NSPI Related Cu | S/O Scripting | Fixed Chrg List | S/O Services |
S/O Comments | Field Comments | Misc Chrg List |

Service Order Type INSTL Install - Line ext WMS (Scope) Service Order Number 12428958

Comment Lines	Type
20260817- SW JEFFERSON ADV WORK ASSIGNED FOR TOMORROW AUG 18TH BR	S
RRING ANY EMERGENCIES-	S
AUG 18 SW JEFFERSON AND HE CALLED TO SEE IF THIS WAS STILL ON FOR	S
TODAY. I ADV ITS NOT ON FOR TODAY ANYMORE, TIER 2 ADV CREWS MUST	S
HAVE BEEN PULLED OFF THIS DUE TO WEATHER OR AN EMERGENCY. I ADV	S
NO DATE YET.	S
8/20/26-spoke with Jefferson, following up on order, rain on aug	S
18, still in progress. will call to follow 902-	S
	S

Fold/Unfold

OK

Cancel

File Edit Functions Go Path Help



Path Account # 2615770-1 Name CRABTREE, JEFFERSON

S/O by Pim Lst | S/O Entry | S/O Acct Info | NSPI Related Cu | S/O Scripting | Fixed Chrg List | S/O Services |
 S/O Comments | Field Comments | Misc Chrg List |

Service Order Type INSTL Install - Line ext WMS (Scope) Service Order Number 12428958

Comment Lines	Type
08/28 sw jefferson, cust inq into getting date on this instl //	S
spoke to [REDACTED] sent through t2 inbox to region to see what the fo	S
llow up is in maximo prereq // shows rock breaking prereq and fol	S
low up, cust is stating the he's requested with the energy board	S
to not extend allowances for us to get him connected?? [REDACTED]	S
[REDACTED]	S
SEP 1ST 2026, ADVISED THE CX THAT WE ARE TALKIN WITH THE PLANNING	S
CO ORDINATOR TO MOVE THIS FORWARD, I'LL DO A FOLLOW UP AS SOON A	S
\$ I HAVE A DATE. [REDACTED] below	S

Fold/Unfold

OK

Cancel



File Edit Functions Go Path Help



Path

Account # 2615770-1 Name CRABTREE, JEFFERSON

S/O by Pim Lst

S/O Entry

S/O Acct Info

NSPI Related Cu

S/O Scripting

Fixed Chrg List

S/O Services

S/O Comments

Field Comments

Misc Chrg List

Service Order Type

INSTL

Install - Line ext WMS (Scope)

Service Order Number 12428958

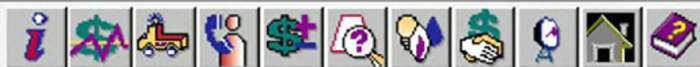
Comment Lines	Type
4th sept 2026 - jefferson chasing on this order, called tier II	S
to see any update from 28th aug email over to them, they claim	S
no email was sent over...asked me to email, customer has already	S
gone to UARB and nspower was granted an extension to get this	S
done by 8th sept. do not see that happening by next week with	S
3 day weekend and tasks still to check off, where UARB is	S
involved this really should have been SVCB to better manage but	S
was asked to email over, also the easement issue was not an	S
issue, it was neighbor going up to crew and saying they had issue	S
crew left, issue was resolved months ago (customer again said it	S
was never an issue anyway)	S
>>>>>>>	S

Fold/Unfold

OK

Cancel

File Edit Functions Go Path Help

Path Account # 2615770-1 Name CRABTREE, JEFFERSON

S/O by Pfm Lst | S/O Entry | S/O Acct Info | NSPI Related Cu | S/O Scripting | Fixed Chrg List | S/O Services |
S/O Comments | Field Comments | Misc Chrg List |

Service Order Type INSTL Install - Line ext WMS (Scope) Service Order Number 12428958

Comment Lines		Type
sept 30 -bp letter rec'd, uploaded to maximo		S
		S
Oct 6th, 2026- as per eds, scheduled for Oct 7th, advsied		S
		S

Fold/Unfold

OK

Cancel

Utility Contacts by Account # (UCAC) - CIS3330 - *** NOVA SCOTIA POWER INC....

File Edit Functions Go Path Help

Path Account # 2615770-1 Name CRABTREE, JEFFERSON

CC List/Acct # |

Service address _____ Open Contacts Only? ☒ Yes ☐ No

Name	Contact #	Type	Date	Rep Name	Cls
CRABTREE, JEFFERSON	17984436	KPLY	2026/05/04		Y
>> CRABTREE, JEFFERSON	17983891	KNEW	2026/05/04		Y
>> CRABTREE, JEFFERSON	17982319	EBIL	2026/05/01		Y

Refresh New UC Fold/Unfold Select Invtgst Print
Close Disp Log

OK Cancel

GETTING YOU CONNECTED

Your Building Site Quote



JOB DETAILS

NSPI charges for 160m single-phased line extension with new service.

Customer Name

JEFFERSON CRABTREE

Site Address

Mailing Address

Phone Number

JEFFERSON CRABTREE

Work Order Number

9650930

Feeder Number

N/A

Planned/Designed By

HUIQI SEE

Quote Preparation Date

19-May-26

Quote Valid Until

18-Jul-26

Quote Prepared By

Piyush

Email Address

centralplanningcoorinator@nspower.ca

COST BREAKDOWN

Cost of Line

Total Length of Line	160 meters		
Nova Scotia Power Line Allowance	92 meters		
Total Length of Line Funded by Customer	68 meter(s)		
Cost Per Meter	\$65.73 per meter		
Total Cost of Line		\$	4,469.64

Additional Costs

Labour	\$	-
Material	\$	-
Contractor Costs	\$	-
Engineering Assessment for Water, Highway or Railway Crossing	\$	-
Municipality Permits	\$	-
Other Services	\$	-
Customer Owned Asset(s) Fee	\$	-
BMCD Proposal cost	\$	-
Total Additional Costs	\$	-

TOTAL (HST of \$625.75 Included)	\$	5,095.39
---	-----------	-----------------

This estimate assumes regular working hours (Monday-Friday, 8:00 am-4:00 pm) unless otherwise noted.
The total price is an estimate only. Upon completion of the job, actual costs & applicable taxes will be reviewed and, if necessary, you will be billed accordingly.
Additional costs such as rock breaking, civil work, or non-NSP costs are not included.

HOW TO PAY

Cheque or Money Order

Payable to Nova Scotia Power Inc., Attn: Planning Coordinator and submitted to:
21 Colonel Joseph Scott Drive
Lower Sackville, NS B4C 4B1

Credit Card Payments

Respond to this e-mail with a phone number and time you can be contacted between the hours of 7:00 am and 4:00 pm.
A vendor fee of 1.75% of your total balance will be applied.

Payment with PO

If you are part of our Credit Approval List, you can pay with a PO. Under \$2000.00, Under \$2,300.00 including tax, we can accept email approval. Please reply to this email stating that you accept the quoted charges. Please include a mailing address in your email.

CUSTOMER TO DOS

Please call our Customer Care Centre (1-800-428-6230) upon completion of each of the required items, so that we can begin work promptly.
In the event that something changes with your project, please contact our Customer Care Centre. We'll return to your building site to re-scope.

Pay Fee

Payment of the estimated amount is required before we can schedule your work.

Ensure Legal Access to Property

Have a Grant of Easement signed by you and the neighbour who owns property the right-of-way will need to go through. This allows us to work on property that we do not own to get you connected.

ADDITIONAL NOTES

KUBRA EZ-PAY



Your payment processed successfully!



Thank you for using KUBRA EZ-PAY to make a payment for Nova Scotia Power. Please save this email for your records.

Billers: Nova Scotia Power

Account Number: [REDACTED]

Payment Amount: \$5,095.39

Service Fee: \$89.17

Total paid: \$5184.56

Paid on: May 21, 2026

Status: PAID

Confirmation #: [REDACTED]

Take care,

KUBRA EZ-PAY



NSPI charges for Rock breaking for WO 9650930 - 214 NEW HARBOUR RD BLANDFORD, NS

6 messages

Planning Coordinator Central <centralplanningcoordinator@nspower.ca>

Tue, Aug 11, 2026 at 8:12 a.m.

To: [REDACTED]

Good morning,

Please ensure you write your WO # on the payment itself be it cheque, money order, PO etc.

Attached is the quote for **Job Details NSPI charges for 7 holes rock breaking.**

Payment can be made **by MAIL** by cheque, money order or bank draft to our Sackville office (21 Colonel Joseph Scott Dr., Lower Sackville, NS B4C 4B1). **For credit card payments**, respond to this e-mail with a phone number and time you can be called M – F between the hours of 7am and 4pm. A fee of 1.75% of the total balance is applied. (Fees associated with this service are charged b the vendor and not transferred to NS Power.) Payment is required before work will be scheduled.

The total price is an estimate only. Upon completion of the job, actual costs & applicable taxes will be reviewed and, if necessary, you will be billed accordingly.

For scheduling inquiries, please contact our customer care centre at 1-800-428-6230 or (902) 428-6230 locally within Metro Halif

Please let me know if you have any questions.

Thank you

Piyush (he/Him) | Planning Coordinator |Ms.BMgmt| Nova Scotia Power

21 Colonel Joseph Scott Dr | Lower Sackville | Halifax, NS B4C 4B1

T: Customer Care Center 1 800 428 6230 | F: 902-869-0408



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WO - 9650930 - 214 NEW HARBOUR RD BLANDFORD, NS Rock breaking.pdf.pdf

90 KB

Jefferson Crabtree [REDACTED]

Tue, Aug 11, 2026 at 4:21 p.m.

To: Planning Coordinator Central <centralplanningcoordinator@nspower.ca>

Bcc: [REDACTED]

Good afternoon,

I appreciate your attention to this matter.

While I understand that this is a bit of a pragmatic move to ensure there are no further delays to this project, I do not have \$7,980 to pay at this time. Rock breaking was not a pre requisite after the first scope in May, nor was it required before the crew first came on J 24th before a neighbor scared them into returning home. The neighbor's illegal interference that day should not change the pre requisites for the project.

Nova Scotia Power has already been paid \$5,184.56 to install lines and poles. None of this work has yet been completed.

With this in mind, we must choose between either cancelling the project have NSP refund the \$5,184.56 or NSP must accept a lower upfront payment for rock blasting work that may not be required at all. With this in mind, I am prepared to offer \$2,000 to set aside for possible rock breaking costs, knowing that I may be billed for more if more is needed.

I honestly doubt any rock blasting will be required as it was all once agricultural land as evidenced by field stones stacked along the property line in the woods. In other words, the big rocks were hauled away by people and oxen centuries ago.

Please reply as soon as you are able if you can offer such flexibility on this plan. If you cannot, I will examine my options to refund or recover the amount paid to NSP for the work it has not completed.

Best,
Jefferson Crabtree

[Quoted text hidden]

 **image001.jpg**
3 KB

Planning Coordinator Central <centralplanningcoordinator@nspower.ca>
To: Jefferson Crabtree [REDACTED]

Tue, Aug 11, 2026 at 4:38 p.m.

Hi Jefferson,

Thanks for your email.

We can accept the \$2,000.00 deposit for the rock breaking work. If additional rock breaking is required, please confirm that you will be responsible for paying any balance owing beyond the initial deposit amount once the work order is completed.

NSP also confirms that the deposit will be refunded if no rock breaking is required, or if NSP encounters fewer than two holes during excavation, as the cost is \$1,000.00 + HST per hole. If you have any questions regarding the rock breaking work, please let us know. We would be happy to discuss it further and explore any other possible options.

Thanks,

Piyush (he/Him) | Planning Coordinator | Ms.BMgmt | Nova Scotia Power

21 Colonel Joseph Scott Dr | Lower Sackville | Halifax, NS B4C 4B1

T: Customer Care Center 1 800 428 6230 | F: 902-869-0408



www.nspower.ca

From: Jefferson Crabtree [REDACTED]
Sent: Tuesday, August 11, 2026 4:21 PM
To: Planning Coordinator Central <centralplanningcoordinator@nspower.ca>
Subject: Re: NSPI charges for Rock breaking for WO 9650930 - 214 NEW HARBOUR RD BLANDFORD, NS

****Exercise Caution - This is an external email from [REDACTED]**
Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.**

[Quoted text hidden]

Jefferson Crabtree [REDACTED]
To: Planning Coordinator Central <centralplanningcoordinator@nspower.ca>

Tue, Aug 11, 2026 at 4:42 p.m.

10/10 for the prompt response

Agreed, thank you. Please send along the new payment instructions and ill send \$2,000 (\$1,754 + HST)
[Quoted text hidden]

 **image001.jpg**
3 KB

Planning Coordinator Central <centralplanningcoordinator@nspower.ca>
To: Jefferson Crabtree [REDACTED]

Tue, Aug 11, 2026 at 5:07 p.m.

Hi Jefferson,

Thanks for consenting for additional rock breaking charges associated with this WO, please refer to attached rock breaking deposit quote for your reference. Please let us know if you require any more information on this WO.

Thanks

[Quoted text hidden]

 **WO - 9650930 - 214 NEW HARBOUR RD BLANDFORD, NS Rock breaking Deposit.pdf**
90 KB

Jefferson Crabtree [REDACTED]
To: Planning Coordinator Central <centralplanningcoordinator@nspower.ca>

Wed, Aug 12, 2026 at 12:29 p.m.

Good afternoon,

I tried to call NSP to pay this but i have to reply to this email and have them call me to make payment over the phone

My phone number is [REDACTED] I am available wednesday, thursday, friday this week from 12pm-4pm. Please call as soon as possible.
[Quoted text hidden]

 **image001.jpg**
3 KB

GETTING YOU CONNECTED

Your Building Site Quote



JOB DETAILS

NSPI charges for 7 holes rock breaking.

Customer Name

JEFFERSON CRABTREE

Site Address

[REDACTED]

Mailing Address

[REDACTED]

Phone Number

JEFFERSON CRABTREE - [REDACTED]

Work Order Number

9650930

Planned/Designed By

HUIQI SEE

Quote Preparation Date

11-Aug-26

Quote Valid Until

10-Oct-26

Quote Prepared By

Piyush

Email Address

centralplanningcoordinator@nspower.ca

COST BREAKDOWN

Cost of Line

Total Length of Line	N/A
Nova Scotia Power Line Allowance	N/A
Total Length of Line Funded by Customer	#VALUE!
CostPerMeter	N/A

Attachment Fees

\$ -

Detailed Cost

Labour	\$	-
Material	\$	-
Contractor Costs	\$	-
Hydro-Vac	\$	-
Blasting/Hole Cost/Tiranchor	\$	7,000.00
Engineering Assessment for Water, Highway or Railway Crossing	\$	-
Municipality Permits	\$	-
Other Services	\$	-
Customer Owned Asset(s) Fee	\$	-
Restoration	\$	-
Total Additional Costs	\$	7,000.00
Free Service Allowance		

Subtotal

\$ 7,000.00

TOTAL (HST of \$980.00 Included) - HST# 11931 4938 RT

\$ 7,980.00

This estimate assumes regular working hours (Monday-Friday, 8:00 am-4:00 pm) unless otherwise noted.

The total price is an estimate only. Upon completion of the job, actual costs & applicable taxes will be reviewed and, if necessary, you will be billed accordingly.

Additional costs such as rock breaking, civil work, or non-NSP costs are not included.

HOW TO PAY

21 Colonel Joseph Scott Drive
Lower Sackville, NS B4C 4B1

Credit Card Payments

Respond to this e-mail with a phone number and time you can be contacted between the hours of 7:00 am and 4:00 pm.

A vendor fee of 1.75% of your total balance will be applied.

Payment with PO

If you are part of our Credit Approval List, you can pay with a PO. Under \$2000.00, Under \$2,300.00 including tax, we can accept email approval. Please reply to this email stating that you accept the quoted charges. Please include a mailing address in your email.

CUSTOMER TO DOS

Please call our Customer Care Centre (1-800-428-6230) upon completion of each of the required items, so that we can begin work promptly.

In the event that something changes with your project, please contact our Customer Care Centre. We'll return to your building site to re-scope.

Pay Fee

Payment of the estimated amount is required before we can schedule your work.

Break Rock for Pole Installation

You may hire your own contractor to complete the rock breaking and let us know once it's completed. Alternatively, our contractor can complete the rock breaking at a charge of \$1000 + HST per

GETTING YOU CONNECTED

Your Building Site Quote



JOB DETAILS

NSPI charges for Deposit for rock breaking.

Customer Name

JEFFERSON CRABTREE

Site Address

[REDACTED]

Phone Number

JEFFERSON CRABTREE - [REDACTED]

Work Order Number

9650930

Planned/Designed By

HUIQI SEE

Quote Preparation Date

11-Aug-26

Quote Valid Until

10-Oct-26

Quote Prepared By

Piyush

Email Address

centralplanningcoordinator@nspower.ca

COST BREAKDOWN

Cost of Line

Total Length of Line	N/A
Nova Scotia Power Line Allowance	N/A
Total Length of Line Funded by Customer	#VALUE!
CostPerMeter	N/A

Attachment Fees

\$ -

Detailed Cost

Labour	\$	-
Material	\$	-
Contractor Costs	\$	-
Hydro-Vac	\$	-
Blasting/Hole Cost/Tiranchor	\$	-
Engineering Assessment for Water, Highway or Railway Crossing	\$	-
Municipality Permits	\$	-
Rock breaking deposit	\$	1,754.39
Customer Owned Asset(s) Fee	\$	-
Restoration	\$	-
Total Additional Costs	\$	1,754.39
Free Service Allowance		

Subtotal

\$ 1,754.39

TOTAL (HST of \$245.61 Included) - HST# 11931 4938 RT

\$ 2,000.00

This estimate assumes regular working hours (Monday-Friday, 8:00 am-4:00 pm) unless otherwise noted.

The total price is an estimate only. Upon completion of the job, actual costs & applicable taxes will be reviewed and, if necessary, you will be billed accordingly.

Additional costs such as rock breaking, civil work, or non-NSP costs are not included.

HOW TO PAY

21 Colonel Joseph Scott Drive
Lower Sackville, NS B4C 4B1

Credit Card Payments

Respond to this e-mail with a phone number and time you can be contacted between the hours of 7:00 am and 4:00 pm.

A vendor fee of 1.75% of your total balance will be applied.

Payment with PO

If you are part of our Credit Approval List, you can pay with a PO. Under \$2000.00, Under \$2,300.00 including tax, we can accept email approval. Please reply to this email stating that you accept the quoted charges. Please include a mailing address in your email.

CUSTOMER TO DOS

Please call our Customer Care Centre (1-800-428-6230) upon completion of each of the required items, so that we can begin work promptly.

In the event that something changes with your project, please contact our Customer Care Centre. We'll return to your building site to re-scope.

Pay Fee

Payment of the estimated amount is required before we can schedule your work.

KUBRA EZ-PAY



Your payment processed successfully!



Thank you for using KUBRA EZ-PAY to make a payment for Nova Scotia Power. Please save this email for your records.

Biller: Nova Scotia Power

Account Number [REDACTED]

Payment Amount: \$2,000.00

Service Fee: \$35.00

Total paid: \$2035.00

Paid on: Aug 13, 2026

Status: PAID

Confirmation # [REDACTED]

Take care,

KUBRA EZ-PAY

Exhibit 5

June 29-July 2026 - Relevant tree-trimming/easement correspondence.

The following pages reproduce the source document as provided, subject only to the noted removal of unrelated material.



Jefferson Crabtree

214 NEW HARBOUR RD, BLANDFORD, NS

9 messages

Resolve <Resolve@nspower.ca>

Mon, Jun 29, 2026 at 3:01 PM

To:

Good afternoon, Jefferson,

My name is Sheri-Lynn, and I am with the Resolve team at Nova Scotia Power. I understand there may be some confusion about our role in tree trimming. Please note that the trees you would like us to trim are on your neighbour's property. The responsibility for trimming these trees lies solely between you and your neighbour, not with Nova Scotia Power. As a reminder, we cannot schedule any work until this matter is resolved.

Regards,

Sheri-Lynn Butt (she/her) | Resolve Specialist | [Nova Scotia Power](#)

T: 1 800 428 6230 F: 1 888 428 6108

www.nspower.ca

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Jefferson Crabtree

Mon, Jun 29, 2026 at 10:34 PM

To: **Resolve** <Resolve@nspower.ca>

Cc:

Good evening,

I cannot find a more polite way to say this, but I am disappointed with how little research or understanding went into your brief email. I am struggling to find any scenario or interpretation where the contents of your email could possibly be correct. NSP must remove the vegetation in the way of its easment because I do not have the legal right to, but NSP does.

I am copying my lawyer to this email so he can see some of what I have been dealing with in my communications with NSP so far.

This is a 5 point breakdown with what you seem to be misunderstanding, I will end with a conclusion where I suggest next steps.

1) the planner I met with on May told me NSP could trim the trees, but I opted to speak to my neighbor and hire my friend's tree service instead. With my neighbor's [REDACTED] consent, this would be easily done. Why did NSP's planner say it can trim the trees but now suddenly you are saying it cannot?

2) Upon speaking to my neighbor (and then my lawyer) I discovered that he has a completely incorrect understanding of the easment on his property that he signed in November of 2023, Document number 123407869. The good news for myself and NSP is that his fantasy idea of what he agreed to does not matter. The tree will be cut and poles will be installed whether he likes it or not. TAH3 standard easment that he signed is irrevocable gives broad powers to NSP to bring service to my property. I literally would not have purchased my property at all if this easment was not registered and so solid like it is. It was a condition of closing.

3) Because the neighbor does not want to cooperate, I (as of right now) have no solid legal right to walk onto his property and trim his tree. Nor can I hire someone to do so. Why? Because the easment on file is between him and NSP, not myself. NSP absolutely has the power "to clear remove in any manner deemed expedient by NSP, all vegetation, brush, trees, or other obstructions and impediments to construction, excavation, and maintenance of the distribution line upon the easment" section 1(b). I am of course not named in this document and do not have such authority.

Thus it is absolutely NSP's responsibility to remove the tree branches, because it is the only one of us (beside the neighbor) who has the right to do so. That is why your email is so frustratingly incorrect. It can be my "responsibility" in so far as NSP can add it to the cost of connecting service and I can pay for it. But I cannot legally cut those branches myself else I would have done so by now.

What normally happens when NSP enforces its easment to provide power through an uncooperative land owner and trees need to be trimmed? Surely you have a procedure for this. Please follow that procedure.

4) See below for a picture of tree in question. This barely qualifies as a tree trimming operation, just have the NSP crew who installs the poles bring a chainsaw and it will be done in 10 minutes. No specialized crew or equipment required.







5) I took time out of my busy work scheudle today to be available for when the NSP planner comes to do another scope in light of the "tree trimming" and the fact that the uncooperative neighbor had blatantly violated section 2b of the easment he signed in 2023: "The grantor hereby covenants and agrees with NSPI that it will not (b) disturb or otherwise interfere with the distribution line or the easment.

Days after I spoke to the neighbor about allowing me to trim the tree, the neighbor removed the NSP's stakes from his yard. I am speaking to my lawyer about next steps, but NSP should remind him of his obligations as well. NSP can bill him for this "NSPI, in its discretion, shall be entitled to remedy the breach at the sole cost of the Grantor."

I called NSP around noon today and apparently the next scope has been pushed to this Thursday, but I was not notified.

((Conclusion)) Please escalate this to your superior or someone who know what they are talking about in regards to easments. NSP has the right to remove vegetation within the easment but you are claiming they won't. The neighbor [REDACTED] has ABSOLUTELY NO RIGHT to remove the stakes that NSP installed in May, but he did so anyway. NSP can resolve both of these issues by ENFORCING the terms of the easment signed in November of 2023 by 1) chopping down any vegetation it deems necessary within the easment and 2) contacting [REDACTED] reminding him he cannot interfere with the easment, and billing him for the cost of this 2nd scope.

I will likewise do everything in my power to clear the way for this work order to be completed. For example, I am paying my lawyer to send [REDACTED] a cease and desist letter. I can pay NSP to trim the tree. But I cannot trespass onto [REDACTED]'s property and cut his tree because of a signed easment agreement that I am not a party of.

Alternative solution: if NSP would like to formally sign me as a contrcator who is designated to trim the tree on NSP's behalf, then, upon my lawyer's review, I might be able to trim the tree. However, this quickly gets complicated and creates an unnecessary chance for confrontation.

The simplest solution is to just schedule the work as normal tell the pole install crew to bring a chainsaw.

image001.jpg
15K

See, Hui Qi <HuiQi.See@nspower.ca>

Thu, Jul 2, 2026 at 8:20 AM

To: [REDACTED], [REDACTED], [REDACTED],
Resolve <Resolve@nspower.ca>

Good morning Jefferson,

I am sorry of the challenges you have been through regarding the tree trimming. After discussion with my supervisor, I'll have our crew taking care of the branches that's on your neighbour's property and I'm going back today for restaking. I've also left a voicemail if you would like to meet today.

Regards,

Hui Qi See, C.E.T

Regional Planner

Nova Scotia Power Inc.

E: huiqi.see@nspower.ca | C: 782-446-3451

From: Resolve <Resolve@nspower.ca>**Sent:** Tuesday, June 30, 2026 9:32 AM**To:** See, Hui Qi <HuiQi.See@nspower.ca>**Subject:** FW: 214 NEW HARBOUR RD, BLANDFORD, NS

From: Jefferson Crabtree [REDACTED]**Sent:** June 29, 2026 10:35 PM**To:** Resolve <Resolve@nspower.ca>**Cc:** [REDACTED], [REDACTED]**Subject:** Re: [REDACTED]

**** Exercise Caution - This is an external email from: [REDACTED]**

Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.**

[Quoted text hidden]

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See, Hui Qi <HuiQi.See@nspower.ca>

Thu, Jul 2, 2026 at 8:28 AM

To: [REDACTED], [REDACTED], [REDACTED],
Resolve <Resolve@nspower.ca>

Exhibit 6

July 24, 2026 - NSP confirms contractor was stopped and directs Jefferson to resolve the matter with the neighbour.

The following pages reproduce the source document as provided, subject only to the noted removal of unrelated material.



Jefferson Crabtree

21 messages

Resolve <Resolve@ns

To: Jefferson Crabtree

Fri, Jul 24, 2026 at 2:26 PM

Good afternoon, Jefferson,

I wanted to provide you with an update on a recent development. I learned that your neighbour has stopped our pole contractor from completing any work due to an issue concerning an easement. They acknowledged signing it in 2023 but are now disputing that it was a 'residential' easement, claiming they did not agree to a 'commercial' one. This matter needs to be resolved between you and your neighbour. Once it is settled, please let us know, and we can proceed with the pole work.

Regards,

Sheri-Lynn Butt (she/her) | Resolve Specialist | Nova Scotia Power

T: 1-800-428-6230 F: 1-888-428-6108

www.nspower.ca



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Jefferso

Draf

Bcc

Fri, Jul 24, 2026 at 2:41 PM

----- Forwarded message -----

From: Resolve <Resolve@nspower.ca>

Date: Fri, Jul 24, 2026, 2:26 p.m.

Subject:

Good afternoon, Jefferson,

I wanted to provide you with an update on a recent development. I learned that your neighbour has stopped our pole contractor from completing any work due to an issue concerning an easement. They acknowledged signing it in 2023 but are now disputing that it was a 'residential' easement, claiming they did not agree to a 'commercial' one. This matter needs to be resolved between you and your neighbour. Once it is settled, please let us know, and we can proceed with the pole work.

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Jefferson Crabtree

Fri, Jul 24, 2026 at 2:42 PM

To: [REDACTED]
Cc: [REDACTED]
Bcc: [REDACTED]

Hi Sheri,

As you know, there is no such restriction on the easement. There is no difference between a commercial and a residential easement. This is a legal fiction of their invention. When I spoke to them about this today, they said they're opposing it because I don't wave at them enough and because I'm "a dick". This is an issue of their sense of entitlement, not the law.

I do not need their consent to receive power through the easement. They provided their consent in 2023. This issue is resolved. The only issue remaining is crew safety.

The August 1st pole installation should continue as scheduled. I am arranging for my lawyer and hopefully even RCMP to be on site to ensure the safety of the NSP crew at 8am that morning.

Please reply to confirm that NSP will be on site for the August 1st installation as scheduled. NSP has received payment for this installation and should continue to press on as the law prescribes.

Best,
Jefferson Crabtree

On Fri, Jul 24, 2026, 2:26 p.m. Resolve <Resolve@nspower.ca> wrote:

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Jefferson Crabtree
To: "See, Hui Qi" <Hu

Fri, Jul 24, 2026 at 3:53 PM

Just looping you in.

If the neighbors intimidated the contractors or you in any way, please let me know as that may help my request for police presence on August 1st.

I wasn't there so I'm relying on your version of events.

Best,
Jefferson

----- Forwarded message
From: Jefferson Crabtree
Date: Fri, Jul 24, 2026, 2:42
Subject: Re: 214 New Harbour Rd, Blandford

To: [REDACTED]
Cc: [REDACTED]

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Jefferson Crabtree [REDACTED]
To: [REDACTED] v [REDACTED] <HuiQi.See@nspower.ca>
Cc: [REDACTED]

Fri, Jul 24, 2026 at 5:19 PM

Good evening,

I just got off the phone with RCMP. They have confirmed they will arrive to enforce the easment if the neighbor tries to stop your crew again. This is a settled matter.

RCMP will keep the peace and arrest them for intimidation if it comes to that.

Please come August 1st and call me when you're on your way. I will meet you at the road. If he tries to stop the crew I will call RCMP and wait for them to arrive. The work will continue.

Best,
Jefferson
Crabtree

On Fri, Jul 24, 2026, 2:42 p.m. Jefferson Crabtree [REDACTED] wrote:

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Jefferson Crabtree [REDACTED]
To: [REDACTED] v [REDACTED] <HuiQi.See@nspower.ca>
Cc: [REDACTED]
Bcc: [REDACTED]

Sat, Jul 25, 2026 at 4:23 PM

Hi all,

I was pleasantly suprised at how supportive the RCMP was during my call with them yesterday. They wanted details of the controntation that stopped the NSP contractors work yesterday, but unfortunately I was not present to witness what happened. I only know what NSP planner Hui Qi communicated to me afterwards which was that it "wasn't good" and "the neighbor stopped them".

If I could have provided an eyewitness account, RCMP indicated that they would have been willing to act right away, because a crime may have already occurred. They said his removal of NSP's stakes may have also been a crime.

This prompted me to some additonal research and found these bits of the criminal code:

Criminal Code R.S.C., 1985, c. C-46

430 (1) Every one commits mischief who wilfully

(c) obstructs, interrupts or interferes with the lawful use, enjoyment or operation of property

NSP is lawfully using it's property granted by the 2023 easment.

Criminal Code (R.S.C., 1985, c. C-46)

52.1 (1) Every person is guilty of an indictable offence and liable to imprisonment for a term of not more than 10 years or is guilty of an offence punishable on summary conviction who interferes with access to an essential infrastructure.

(2) In this section, essential infrastructure means a facility or system, whether public or private, completed or under construction, that provides or distributes — or is intended to provide or distribute — services that are essential to the health, safety, security or economic well-being of persons in Canada, including the following:

(d) energy and utilities infrastructure;

In other words, it seems likely that a crime occurred yesterday morning. Crime should not prevent me from receiving the electricity I need to heat my humble home this winter. Please have a crew scheduled and ready to work August 1st. If the neighbor "stops" your employees, we will call law enforcement. They can't stop you if they're in handcuffs.

I know this is just your job, and this work order is stressful. But to me this is almost literally a matter of life and death. I need electricity before fall. I think you're all doing a good job considering the circumstances.

I look forward to seeing NSP again this Saturday, August 1st at 8am. I will be hosting a party of friends and supporters to welcome your arrival and to witness and report any intimidation or interference the crew may encounter.

Best,
Jefferson Crabtree

On Fri, Jul 24, 2026, 5:19 p.m. Jefferson Crabtree [REDACTED] wrote: