

From: [Murray, Kathleen](#)
To: [REDACTED] [Wallace, Lisa](#)
Cc: [Ross, Jennifer](#); [Penney, Nicole](#); [Williams, Blake](#); [Carley Freeman](#); [Forsy, Lisa](#); [Singh, Somesh](#)
Subject: RE: M13034 - Crabtree NSPI Complaint
Date: October 13, 2026 3:07:45 PM
Attachments: [image003.png](#)

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

Exercice caution when opening attachments or clicking on links / Faites preuve de prudence si vous ouvrez une pièce jointe ou cliquez sur un lien

Good afternoon,

NS Power confirms that it will be refunding the full rock-breaking deposit to the customer.

Mr. Crabtree, could you please confirm the mailing address you would like the cheque sent to?

Thank you,

Kathleen Murray (she/her) | Regulatory Counsel, Regulatory Affairs | **Nova Scotia Power**

C: 782-640-9405

E: kathleen.murray@nspower.ca

www.nspower.ca



From: Jefferson Crabtree [REDACTED]
Sent: October 9, 2026 3:21 PM
To: Wallace, Lisa <Lisa.Wallace@novascotia.ca>
Cc: Ross, Jennifer <Jennifer.Ross@nspower.ca>; Penney, Nicole <Nicole.Penney@novascotia.ca>; Williams, Blake <Blake.Williams@nspower.ca>; Carley Freeman <Carley.Freeman@nspower.ca>; Murray, Kathleen <Kathleen.Murray@nspower.ca>; Forsy, Lisa <Lisa.Forsy@nspower.ca>; Singh, Somesh <Somesh.Singh@novascotia.ca>
Subject: Re: M13034 - Crabtree NSPI Complaint

****Exercise Caution** - This is an external email from: crabtreejefferson@gmail.com.

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

Good afternoon,

Please see my attached response. I confirm that power was connected on October 7th but I do not consider the matter resolved.

- Jefferson Crabtree

On Fri, Oct 9, 2026, 3:20 p.m. Jefferson Crabtree [REDACTED] > wrote:

Good afternoon,

Please see my attached response. I confirm that power was connected on October 7th but I do not consider the matter resolved.

On Thu, Oct 8, 2026, 11:41 a.m. Wallace, Lisa <Lisa.Wallace@novascotia.ca> wrote:

Good morning,

Thank you for the update. We will await confirmation from Mr. Crabtree that he considers the matter resolved.

Regards,

LISA WALLACE

Chief Clerk

Nova Scotia Energy Board

T 902 424 1332 Ext. 9291

TF 1 833 809 0040

F 902 424 3919



Statement of Confidentiality

This message (including any attachments) may contain private or protected information meant for a specific person or organization. If you received this by mistake, please let the sender know, do not communicate the content, and delete the email from your system. Thank you.

From: Ross, Jennifer <Jennifer.Ross@nspower.ca>

Sent: October 8, 2026 11:37 AM

To: Jefferson Crabtree [REDACTED]; Penney, Nicole
<Nicole.Penney@novascotia.ca>; Wallace, Lisa <Lisa.Wallace@novascotia.ca>

Cc: Williams, Blake <Blake.Williams@nspower.ca>; Carley Freeman <Carley.Freeman@nspower.ca>; Murray, Kathleen <Kathleen.Murray@nspower.ca>; Forsey, Lisa <Lisa.Forsey@nspower.ca>; Carley Freeman <Carley.Freeman@nspower.ca>; Singh, Somesh <Somesh.Singh@novascotia.ca>
Subject: M13034 - Crabtree NSPI Complaint

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

Exercise caution when opening attachments or clicking on links / Faites preuve de prudence si vous ouvrez une pièce jointe ou cliquez sur un lien

Mr. Crabtree and NSEB Staff -

NS Power is pleased to report that the work for Mr. Crabtree has been completed and the power has been connected.

NS Power acknowledges that the experience was not ideal for Mr. Crabtree and apologizes for the lengthy process to arrive at completion. NS Power thanks Mr. Crabtree for his patience through this matter.

Please confirm that this complaint has been resolved and is now closed.

Regards,
Jennifer

Jennifer Ross (she/her) | Director, Regulatory Planning & Compliance | **Nova Scotia Power**

T: 902-428-6379 | C: 902-240-4700 | E: jennifer.ross@nspower.ca
www.nspower.ca

We acknowledge that we live in Mi'kmaqi, the ancestral, and territorial unceded territory of the Mi'kmaq.



from us, please forward this email to unsubscribe@nspower.ca with the word “unsubscribe” in the subject line. | Nova Scotia Power | [1223 Lower Water Street, Halifax NS B3J 3S8](#) | www.nspower.ca

Confidentiality Notice - The email communication is considered confidential and is intended only for the recipient(s). If you received this email in error, please contact the sender and delete the email. Unauthorized disclosure or copying of this email is prohibited.

Attachment Limits - Emera will not accept email larger than 50MB or emails containing high risk attachments like ZIP, EXE or others that could contain viruses. If you have a business need to send such an email, please contact the recipient for instructions.

Canada Anti-Spam Law Notice – To stop receiving commercial electronic messages from us, please forward this email to unsubscribe@nspower.ca with the word “unsubscribe” in the subject line. | Nova Scotia Power | 1223 Lower Water Street, Halifax NS B3J 3S8 | www.nspower.ca