



General Complaint - NS Power and municipal electric utilities

Reference Number: 250910001

Submitted on: Wednesday, September 10 2025 at 09:39:05 AM (ADT)

Contact Information

Name on account: Chantelle Murphy

Account number: *****

Business contact:

Account address: Address 1: *****

Address 2: *****

City: *****

Province: *****

Postal code: *****

Country: *****

Email Address: *****

Mailing address: Address 1: *****

Address 2: *****

City: *****

Province: *****

Postal code: *****

Country: *****

Telephone number: *****

Alternate phone number: *****

Complaint Information

Type of complaint:	Billing Issues
Additional details:	I moved and disconnected service Oct 2023, I had paid out my final bill in full and had presumed the account closed. I do not have a power bill in my name at all anymore since that time. In Sept 2025 I received an emailed bill from NS power advising that i had a \$231 amount owing for service in the previous 2 months. I initially presumed this to be spam - but went to the NS POWER website - and confirmed I was actually being billed for the months of July/Aug when I have not lived at that address for almost 2 years. What concerns me is this was an autopay account and if I had not had the same email that I had 2 years ago then this money would have come out of my bank account without me realizing. Why is NS power keeping my account and banking information active nearly 2 years after my account was closed in good standing? More concerning is how many others is this happening to and are they aware of it.
Did they contact the utility?	Yes
How did the utility respond?	
How do they want the complaint resolved?	I would like to know why NS power keeps my banking and account info and who knows what other information so long after the account was closed. I want reassurance that this could not happen again in future - to me or anyone else. In light of the cyberattack, the fact that NS Power continued to keep my information even after, is extremely concerning to me and I want to know their policies regarding the protecton of my personal information and whether they followed these policies in my case.
Supporting documents uploaded:	• Screenshot_20250910_092445_Outlook.jpg • Screenshot_20250910_092418_Outlook.jpg