

NON-CONFIDENTIAL

Request IR-1:

Please explain the impact of the closing of Ms. Murphy's account on account related information held by NS Power upon payment of the final bill after October 31, 2023.

Response IR-1:

Closing Ms. Murphy's service account did not impact account-related information retained by the Company within NS Power's Customer Information System (CIS) following payment of the final bill. A customer's account information is maintained within CIS after the closure of their service account to support account management functions, including: (i) managing any unpaid balances and related collection activity; (ii) addressing customer inquiries or complaints; (iii) preserving the customer number and historical records to facilitate account setup if a customer returns; (iv) providing utility credit reference letters upon request of the customer; and (v) maintaining accurate audit trails and transaction history.

Customers may contact NS Power Customer Care at 1-800-428-6230 to request closure or deactivation of their MyAccount profile and the deletion or removal of personal information contained in the profile. Customers may also remove or edit banking information they have entered in their MyAccount profile at any time by logging into their MyAccount profile.

NON-CONFIDENTIAL

Request IR-2:

What information does NS Power provide its customers when they close accounts about the continued active nature of the customer's MyAccount profiles and the customer's ability to remove banking information and have their account deleted.

Response IR-2:

NS Power's MyAccount is an online portal that allows customers to view and manage their electricity services, including accessing bills and payment history, monitoring energy usage, updating contact information, and starting, stopping, or moving service. The MyAccount profile is a user-level login and access credential that is maintained separately from the underlying customer account in NS Power's CIS system, which is tied to the service address, meter, and billing relationship.

Customers may contact NS Power Customer Care at 1-800-428-6230 to request closure or deactivation of their MyAccount profile and the deletion or removal of personal information contained in the profile. NS Power does not currently provide specific information to customers at the time of account closure regarding the continued active status of MyAccount profiles or the options available to remove banking information or request profile deletion. The Company is currently in the process of enhancing the notice provided to customers upon customer account closure to include specific notice about the continued active nature of a customer's MyAccount profile, and how to delete the profile, or data within the profile.

NON-CONFIDENTIAL

Request IR-3:

Please explain why the MyAccount profile of a customer who does not continue to use NS Power services is not automatically deleted, either immediately or after a set period.

Response IR-3:

NS Power does not automatically delete a customer's MyAccount profile because the profile contains billing and payment history that customers may require after account closure for purposes such as tax reporting, audits, or other record-keeping needs. In addition, to support continuity for customers who relocate within the province and continue to use NS Power services, MyAccount profiles remain active unless deletion is specifically requested. Customers may contact NS Power Customer Care at 1-800-428-6230 to request closure or deactivation of their MyAccount profile and the deletion or removal of personal information contained in the profile.

NON-CONFIDENTIAL

Request IR-4:

Please explain why a customer must request to have their MyAccount profile deleted, what is involved in doing that, and why customers do not have the option to delete the account themselves.

Response IR-4:

A customer must initiate the deletion of a MyAccount profile by contacting NS Power's Customer Care Centre and requesting that the profile be removed. MyAccount profiles are not automatically deleted, as noted in the response to IR-2 and IR-3. The Company does not offer self-serve deletion of MyAccount profiles because the profile is required for e-billing. Customers who delete their MyAccount profile can no longer receive or view e-bills and therefore must be transitioned to paper billing before the profile is removed. NS Power must confirm accurate mailing information and ensure the customer is aware of this change to avoid any interruption in bill delivery. Accordingly, MyAccount profile deletions are handled through Customer Care rather than through the online portal.

Customers may, however, edit or remove the banking information they have entered in their MyAccount profile. Customers may contact NS Power Customer Care at 1-800-428-6230 to request closure or deactivation of their MyAccount profile and the deletion or removal of personal information contained in the profile.

Murphy DRO Appeal (NSEB M12471)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

1 **Request IR-5:**

2
3 **Please explain what customer information NS Power continues to hold after the deletion of**
4 **a MyAccount profile.**

5
6 **Response IR-5:**

7
8 When a MyAccount profile is deleted, all information contained within that profile is permanently
9 removed. NS Power does not retain any data from the deleted MyAccount profile.

NON-CONFIDENTIAL

Request IR-6:

NS Power's Privacy Statement reads:

The length of time we keep your information varies depending on the product or service in question and the nature of the information. We have retention standards that allow us to meet customer service, legal and regulatory needs. As a result, it may be necessary for us to keep some of your information on record even after the end of your relationship with us. When the information is no longer required, it is destroyed or anonymized.

(a) Please provide a copy of the referenced retention standards and indicate the appropriate part of the standards that deals with account information and the MyAccount profiles.

(b) Please explain when, in the normal course, Ms. Murphy's information would have been considered to have been no longer required.

Response IR-6:

(a) NS Power's privacy statement refers to the Company's internal records-management retention standards, which establish the length of time records are retained to meet customer service, operational, legal, and regulatory requirements. Information kept within NS Power's internal customer record system, CIS, is retained to fulfill these obligations, including account management, billing, collections, audit requirements, and addressing customer inquiries or complaints.

The portion of NS Power's retention standards that applies to internal customer account information and documents containing personal customer information is provided in the table below:

Murphy DRO Appeal (NSEB M12471)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

ID	Function	Activity/Content Type	Description	Default Security Classification	Total Retention (years)
CUSTM001	Customer	Customer Document	Any documents containing personal customer information.	Restricted	7

1
2 With respect to MyAccount, the platform is customer managed. Customers may update,
3 edit, or remove the banking information they have entered in their MyAccount profile at
4 any time. If a customer wishes to have their full MyAccount profile deactivated or deleted,
5 including the removal of personal information contained in the profile, they may contact NS
6 Power Customer Care at 1-800-428-6230 to request closure or deactivation of the account.

7
8 (b) In the normal course, Ms. Murphy's information would be considered no longer required
9 once NS Power has fulfilled the operational, legal, regulatory, and customer service
10 purposes for which her account information is retained under the Company's retention
11 standards.

Murphy DRO Appeal (NSEB M12471)
NSPI Responses to NSEB Information Requests

NON-CONFIDENTIAL

1 **Request IR-7:**

2
3 **Please provide an update on NS Power's ability to delete Ms. Murphy's MyAccount profile.**

4
5 Response IR-7:

6
7 NS Power has restored the capability to delete MyAccount profiles. Ms. Murphy's profile was
8 deleted on January 6, 2026, at 9:22 a.m.

NON-CONFIDENTIAL

Request IR-8:

Once Ms. Murphy's MyAccount profile is deleted, will NS Power continue to hold any information about her? If so, please explain in detail what is held and for how long.

Response IR-8:

As noted in IR-5, when a MyAccount profile is deleted, all information contained within that profile is permanently removed. NS Power does not retain any data from the deleted MyAccount profile. However, NS Power's internal customer record system, CIS, will continue to store Ms. Murphy's: name, premise address and mailing address, email address, telephone number, date of birth, NS Power credit history, transaction history including power consumption and service requests, household heat source, and participation in Nova Scotia Power programs, for the reasons noted in IR-1 and IR-6. Please refer to IR-6 for NS Power's applicable retention standards for internal customer account information.

NON-CONFIDENTIAL

Request IR-9:

Please explain why, after Ms. Murphy having brought this matter to NS Power's attention, and after NS Power sent submissions to the Board about this issue, Ms. Murphy still received a payment reminder on October 1, 2025.

Response IR-9:

Payment reminders are generated automatically through MyAccount once a bill is issued. Because Ms. Murphy's MyAccount profile was not deactivated at that time, the system triggered the reminder. These notices are based on the issuance of a bill and are sent even if the balance has been paid or subsequently adjusted.