

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: THE PUBLIC UTILITIES ACT

- and -

**IN THE MATTER OF: A Complaint by a customer of NOVA SCOTIA POWER
INCORPORATED (NS Power) – Chantelle Murphy**

INFORMATION REQUESTS

To: **KATHLEEN MURRAY**
Regulatory Counsel
Nova Scotia Power Incorporated
By email: kathleen.murray@nspower.ca

From: Board Staff
Nova Scotia Energy Board

Responses Due: **Tuesday, January 13, 2026**

Copies: 1 electronic copy (PDF searchable)

Contact Person: **Barry Cotnam**
Nova Scotia Energy Board
3rd Floor, 1601 Lower Water Street
Halifax, NS B3J 3S3
Tel: 902 424 1332
Email: barry.cotnam@novascotia.ca

Issued at Halifax, Nova Scotia, this 23rd day of December 2025.



Lisa Wallace, Chief Clerk of the Board

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.

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.

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.

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.

Request IR-5:

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

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.

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

3 **Request IR-7:**

4 Please provide an update on NS Power's ability to delete Ms. Murphy's MyAccount profile.
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6 **Request IR-8:**

7 Once Ms. Murphy's MyAccount profile is deleted, will NS Power continue to hold any
8 information about her? If so, please explain in detail what is held and for how long.
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10 **Request IR-9:**

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