Nova Scotia Energy Board

3rd Floor, 1601 Lower Water Street
Halifax, Nova Scotia B3J 3P6

Mailing Address
PO Box 1692, Unit M
Halifax, Nova Scotia B3J 3S3

TEL 902-424-1332
FAX 902-424-3919
TF 1-833-809-0040

board@novascotia.ca
nserbt.ca/nseb

April 20, 2026

[redacted]

Chantelle Murphy
[redacted]

Dear Ms. Murphy:

M12471 – Nova Scotia Power Inc. – Complaint by Chantelle Murphy – Billing Issues

The Board received your complaint dated September 10, 2025. The following documentation was filed with the Board:

- Your complaint, dated September 10, 2025;
- NS Power's response to your complaint, dated September 25, 2025;
- Your responses to NS Power's response, dated October 1, 2025; and
- NS Power's responses to the Board's information requests, dated January 20, 2026.

SUMMARY

I understand you are seeking an explanation for the September 2025 bill from NS Power after you disconnected service in October 2023 at [redacted], Dartmouth. You are concerned about NS Power keeping your banking information active after your account was closed in good standing.

BACKGROUND & FINDINGS

The following table summarizes some of the key events in the evidence before the Board:

Date	Event
October 21, 2021	You started account [redacted] with NS Power at [redacted] Dartmouth on an Automatic Payment plan (Autopay).
October 31, 2023	The account was closed when service was disconnected, and the final bill was paid in full.
August 14, 2025	The meter on the property was removed after a final meter read.
September 8, 2025	You received an email bill for service period between March and August 2025 under account [redacted]

	You removed Autopay banking information from your MyAccount profile.
September 10, 2025	You contacted NS Power regarding the bill. NS power confirmed that the bill was issued in error, and you were not responsible for the charges. You filed a complaint with the Board.
October 1, 2025	You received a payment reminder notice from NS Power.

On September 25, 2025, NS Power explained to the Board that it made an administrative error and applied the service order to remove the meter from the property to your closed account instead of the landlord's. NS Power said that this was an employee error, and that the employee involved has received feedback and coaching. As a result, the September 2025 bill was sent to you by mistake.

NS Power confirmed that no funds were withdrawn from your bank account in relation to the erroneous bill.

Upon receiving the payment reminder notice on October 1, 2025, you were concerned that the account was reactivated. NS Power advised that payment reminders are automatically sent through MyAccount once a bill is issued. Because your MyAccount profile was not deactivated at that time, the system triggered the reminder. Apparently, these notices are based on the issuance of a bill and are sent even if the balance has been paid or subsequently adjusted. NS Power did not explain why it did not take steps to avoid this in September or why it did not advise you that you may receive a reminder about the incorrect bill and that you should disregard it.

NS Power said that your banking information continued to be included in your MyAccount profile after you closed your account. NS Power said a customer's MyAccount profile remains active after an account is closed, unless a customer specifically requests that it be deleted by contacting Customer Care. Although it appears that NS Power has policies relating to the retention of personal customer information in "internal customer account information and documents" for seven years, it is not clear from NS Power's responses to information requests in this proceeding that NS Power recognized any requirement to delete or purge customer information in dormant My Account profiles after any period of time, on the basis that these are "customer managed".

NS Power further explained that its customers' MyAccount profiles remain active after their accounts are closed to support those who want to move their connection after relocating within the province and because the profiles contain billing and payment history that those customers may require for tax reporting, audits or other record-keeping needs. NS Power suggested that customers may remove their banking information from their MyAccount or request the deletion of their MyAccount profiles. In its information request responses in this matter, NS Power confirmed your MyAccount profile was deleted on January 6, 2026.

At the time of providing information request responses in this matter (January 20, 2026), NS Power advised that it does not tell customers about the continued active status of their MyAccount profiles when they close their account or their ability to remove banking information or request that their profile be deleted. However, it said it was currently in the process of updating 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.

CONCLUSION

The Board understands that the billing error has been corrected, no funds were withdrawn from your bank for the erroneous bill, and your MyAccount profile has been deleted.

The Board is conducting a separate investigation into the cybersecurity incident under M12273, which encompasses a broader review of its impact on customers, including how NS Power collects and retains customer information and its billing practices. Accordingly, a final decision in this matter will be deferred pending the outcome of those proceedings.

In the meantime, if any other issues or concerns about this matter arise, please alert the Clerk of the Board about this.

Yours truly,

Stephen T. McGrath, K.C.
Chair

c. Kathleen Murray, Regulatory Counsel, NS Power