



PO Box 910 • Halifax, Nova Scotia • Canada • B3J 2W5

September 25, 2025

REDACTED

Lisa Wallace
Chief Clerk of the Board
Nova Scotia Energy Board
1601 Lower Water Street, 3rd Floor
Halifax, NS B3J 3S3

Re: M12471 – Customer Complaint – Chantelle Murphy

Dear Ms. Wallace:

On September 11, 2025, NS Power received a general complaint from Ms. Chantelle Murphy regarding a billing concern.

In the Nova Scotia Energy Board's (Board, NSEB) letter dated September 11, 2025, the Board directed as follows:

By copy of this letter, the Board directs NSPI to file a response with the Board to the enclosed complaint on or before September 25, 2025. NS Power must also provide a copy of their response to the appellant, Ms. Chantelle Murphy.

Please accept the following as NS Power's response to Ms. Murphy's complaint, including a summary of the relevant details and events.

Ms. Murphy previously held an NS Power account [REDACTED] for the service address located at [REDACTED] (the Property). The account was active from October 21, 2022, until service was disconnected on October 31, 2023. The final bill was paid in full and the account was closed. During the active period, the account was enrolled in Autopay.

On September 8, 2025, Ms. Murphy received an emailed bill for account [REDACTED], indicating a balance of [REDACTED] for service from March to August 2025 at the Property. Upon reviewing her MyAccount profile, Ms. Murphy confirmed that the billing period occurred after she no longer resided at the Property. She subsequently removed her Autopay banking information from MyAccount.

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On September 10, Ms. Murphy contacted NS Power's Customer Care team. A representative confirmed that the bill had been issued in error and that Ms. Murphy was not responsible for the charges. Ms. Murphy also inquired about the retention of her banking information and requested clarification on NS Power's data retention practices.

At the outset, NS Power would like to sincerely apologize to Ms. Murphy for the billing error she experienced. We understand the concern this caused and appreciate the opportunity to provide a response.

On August 14, 2025, NS Power was notified that the meter had been removed from the Property and service had been disconnected. A service order was subsequently created to discontinue billing for the Property. As part of this process, a final meter read was completed, resulting in a final bill of [REDACTED]. However, due to an administrative error, the service order was mistakenly applied to Ms. Murphy's closed account rather than the landlord's account for the Property, which led to the erroneous bill being issued in her name. This issue was unrelated to the recent cyber incident. The representative involved has received feedback and coaching in accordance with NS Power's internal quality assurance procedures.

Ms. Murphy's banking information was linked to her MyAccount profile, which remains active even after individual service accounts are closed. Autopay was used to pay her final bill of [REDACTED] on December 4, 2023. Internal records confirm that Ms. Murphy removed her Autopay information from her MyAccount profile on September 8, 2025, and no funds were withdrawn in relation to the erroneous bill. Her profile is no longer set up for automatic withdrawals.

Customers manage their banking information and Autopay settings directly through the MyAccount portal. To support continuity for customers who relocate within the province and continue to use NS Power services, MyAccount profiles are not automatically deleted when a service account is closed. However, customers may remove their banking information at any time. Under normal circumstances, customers may also request the deletion of their MyAccount profile in its entirety. This functionality is currently unavailable due to restrictions in place following the recent cyber incident. Once this functionality is restored, NS Power can delete Ms. Murphy's MyAccount profile upon request.

For more information on NS Power's data retention policies and the safeguards in place to protect personal information, please refer to NS Power's Privacy Policy, available online at: [Privacy Statement | Nova Scotia Power](#).

While rare, administrative errors may occur. NS Power maintains internal processes to identify and address such issues, including regular coaching and feedback for employees

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to minimize recurrence. We thank Ms. Murphy for bringing this matter to our attention and for the opportunity to respond to her concerns.

Please consider the enclosed information confidential due to the personal nature of the information that has been provided. NS Power has forwarded a copy of this correspondence to Ms. Murphy by e-mail.

Yours truly,



Kathleen Murray
Regulatory Counsel

Encl.

c. Ms. Chantelle Murphy