

Statement of Complaint

Nova Scotia Energy Board

Customer Complaint Against NS Power

Complainant: David Nickerson

Email: [REDACTED]

Date: July 12, 2026

Section 1: The Billing Dispute

I believe I am owed a substantial credit by NS Power in the amount of \$635.22. Thus far, there has been no resolution by NS Power. I have asked for a secure method to send NS Power my personal information, which they have not provided other than by regular email or social media. I have specifically stated that I will cooperate and send my information, but conditional upon NS Power providing a secure method to do so. The Dispute Resolution Officer (DRO), in turn, closed his file citing my refusal to grant authorization — a refusal I have never made at any time.

The Credit Amount and How It Was Calculated

The disputed credit of \$635.22 covers the billing period from the July/September 2024 bill through the January/March 2026 bill. During this period, NS Power estimated a number of my bills following the 2025 data breach. I continued to read my own meter throughout this entire period and paid based on my actual usage, not NS Power's estimates. My payments are confirmed by my bank records, and NS Power's own bills confirm what they say I owe. The difference between what NS Power billed me and what I actually paid, based on my own continuous meter readings, is \$635.22. This is the credit I am claiming.

Why This Is Straightforward to Verify

My meter readings and NS Power's meter readings are in agreement at both the start and the end of the disputed period. This means NS Power does not need to rely on my records at all. They can verify this discrepancy entirely through its own internal billing history. I have provided my methodology and calculations in the exhibits filed with this complaint. I have never refused to provide my account information; I have asked only that it be transmitted securely.

Section 2: Chronology of Communications

The following is a complete, dated record of all communications between myself and NS Power, and between myself and the Dispute Resolution Officer (DRO), from April 23, 2026 to June 18, 2026. Full details, including the complete text of every email exchanged, are provided in Exhibit D.

Date	Communication	Summary
April 23, 2026	Sent by David via NS Power online account	Requested billing credit review; requested email-only contact due to hearing impairment.
May 4, 2026	Received from Rose Ann	Requested account details and ZIP file; provided billing email contact.
May 4, 2026	Sent by David	Proposed Proton encrypted, password-protected email transmission method.
May 9, 2026	Sent by David (resent)	Resent May 4 proposal after discovering original reply used a no-reply address.
May 9, 2026	Automated reply received	Generic delay notice; directed to phone line (not usable due to hearing impairment).
May 18, 2026	Sent by David via NS Power online account	Requested escalation; no human contact since May 4.
May 26, 2026	Received from Lynda	Suggested contacting NS Power via Facebook, X, or Instagram DM.
May 31, 2026	Sent by David to Lynda	Declined social media option on security grounds; asked 8+ direct questions; proposed secure file upload alternatives.
June 9, 2026	Sent by David to Don Farmer, DRO	Filed complaint with DRO; noted hearing impairment; requested secure transmission method.
June 9, 2026	Received from Don Farmer	DRO role statement; requested consent to access account information.
June 9, 2026	Received from Teri, copied to Don	Stated NS Power unable to identify account; requested

		account number or civic address.
June 10, 2026	Sent by David to Don and Teri	Offered conditional consent; asked whether a secure portal existed; proposed sending details via online MyAccount contact form.
June 10, 2026	Received from Don Farmer	Would not respond until NS Power replied.
June 10, 2026	Received from Teri	Stated no secure portal exists; account information would be sent as email attachment.
June 11, 2026	Sent by David to Teri and Don	Declined consent to send information via Gmail attachment; cited Canadian Centre for Cyber Security guidance (Exhibit E); proposed NS Power conduct internal billing review without transmitting files to any outside party.
June 17, 2026	Sent by David to Don, copied to Teri	Followed up; no response received to June 11 proposal.
June 17, 2026	Received from Don Farmer	Closed DRO file citing lack of consent.
June 18, 2026	Sent by David to Don, copied to Teri	Disputed file closure; reiterated conditional consent had been given; noted internal review proposal received no response.
June 18, 2026	Received from Don Farmer	Reiterated closure; suggested pursuing NSEB directly.
June 18, 2026	Received from Lynda	Confirmed Excel, PDF, and JPEG file types are accepted.

Note: This table is a summary. The complete verbatim text of each communication is provided in Exhibit D.

Section 3: Issues I Am Asking the NSEB to Address

The relief I am requesting from the NSEB is set out in my Cover Letter. This section provides the supporting narrative and evidentiary basis for each of those seven requests, in the same order in which they appear in the Cover Letter.

Issue 1 — The Billing Credit (Cover Letter Request 1)

As set out in Section 1 above, I am asking the NSEB to direct NS Power to conduct an internal review of my account for the disputed period and to apply a credit of \$635.22, or such other amount as its own records confirm, to my account. This is a verifiable discrepancy that NS Power can confirm entirely through its own billing history, without needing to rely on any information from me.

Issue 2 — NS Power's Handling of My Complaint (Cover Letter Request 2)

Beyond the underlying billing dispute, I ask the NSEB to review how NS Power handled my complaint once I raised it. On May 31, 2026, I posed more than eight direct questions to NS Power Customer Care. Eighteen days later, on June 18, 2026, NS Power responded to only one of those questions. Separately, on May 26, 2026, NS Power Customer Care (Lynda) suggested that I contact them via Facebook, X, or Instagram to resolve a billing dispute involving personal account information — this occurred following a confirmed data breach, and without any acknowledgment of the secure transmission proposal I had already made. This was not an isolated suggestion: NS Power had previously directed me via Twitter/X direct message in October and November 2025 to submit personal account information through that same channel, which I declined in writing on November 25, 2025 (Exhibit F). I ask the NSEB to consider whether this combination of unanswered questions and repeated insecure-channel suggestions reflects a reasonable standard of complaint handling.

Issue 3 — A Pattern of Systemic Failure, Not Isolated Error (Cover Letter Request 3)

I ask the NSEB to consider whether the conduct described above, and throughout Exhibit D, reflects a broader systemic failure in NS Power's complaint handling and internal accountability, rather than a series of unrelated mistakes. Three specific patterns support this view. First, there was inconsistency between agents: Rose Ann, Lynda, and Teri each handled aspects of my inquiry differently, at times without apparent awareness of what a prior agent had already told me or proposed. Second, there was a failure to engage with a workable solution I had already proposed: when Teri, on behalf of the DRO, asked for my account number or civic address, I had already suggested submitting that information securely through my online NS Power MyAccount portal. Rather than accepting or exploring that alternative, Teri simply repeated the original request for account details without acknowledgment, leaving the impasse unresolved. Third, there was a repeated pattern of

non-response that had the effect of avoiding resolution rather than reaching one, most notably my June 11, 2026 written proposal that NS Power conduct an internal billing review without any transmission of files to any outside party, a proposal that received no response whatsoever from either NS Power or the DRO. This is evident when reviewing the full communications in Exhibit D.

Issue 4 — Failure to Provide a Secure Transmission Channel Following a Data Breach (Cover Letter Request 4)

I ask the NSEB to address NS Power's continued failure, following its own 2025 data breach, to provide any secure channel through which customers can submit personal account information. Nearly a year after that breach, NS Power's only options for transmitting sensitive account details remain unencrypted email and social media direct messaging — both channels I explicitly identified as insecure and declined to use, as documented throughout Exhibits D and F. This is not a hypothetical concern. I repeatedly raised these concerns in writing and proposed several reasonable alternatives, including the internal review described above, which would have resolved this dispute without requiring any transmission of sensitive information at all. None of these proposals received a substantive response addressing the underlying security risk. I ask the NSEB to assess whether NS Power's continued reliance on these methods, more than a year after a confirmed breach of its own systems, meets its obligations to protect customer information and constitutes an unreasonable ongoing risk to its customers.

Issue 5 — NS Power's Own Acknowledged Breach and Remediation Commitments (Cover Letter Request 5)

In its March 18, 2026 Compliance Letter to the Office of the Privacy Commissioner of Canada (Exhibit G), NS Power acknowledged that its 2025 breach exposed sensitive personal and account information for over 900,000 current and former customers, and committed to an external security assessment of its safeguards, to be completed by October 31, 2026. I ask the NSEB to consider this acknowledgment alongside NS Power's actual conduct during this dispute: despite this ongoing, acknowledged remediation process, NS Power's own customer service staff directed me to submit sensitive account information through the very channels — unencrypted email and public social media direct messaging — that this remediation is meant to address. I ask the NSEB to consider whether this reflects a disconnect between NS Power's committed security posture and its actual customer-facing practices, particularly while its external security assessment remains ongoing.

Issue 6 — Copy of NSEB Final Conclusions (Cover Letter Request 6)

I ask the NSEB to provide me with a written copy of the Board's final decisions, findings, and any recommendations or directions issued to NS Power as a result of this complaint, delivered by email in accordance with my communication accommodation request above.

Issue 7 — The DRO's Closure of My File (Cover Letter Request 7)

I ask the NSEB to review the DRO's closure of his file on the stated grounds that I had failed to provide consent. I did not refuse consent at any time. In my email of June 10, 2026, I stated explicitly: "I am willing to give NS Power conditional consent... I have no issue sending information, or having Teri send my information to Don and the DRO, provided it is encrypted both in transit and during rest." In my email of June 18, 2026, disputing the closure, I further stated: "Withholding consent to an insecure transmission method is not the same as withholding consent to the process itself." Notably, in his final reply of June 18, 2026, the DRO quoted my conditional consent statement back to me verbatim, demonstrating that he had read and understood it, yet still closed his file on that basis. A conditional consent that is read, acknowledged, and then dismissed as insufficient raises a direct question about what standard of consent was actually being applied. I ask the NSEB to review whether conditional consent, grounded in legitimate, documented post-breach security concerns, should have been treated as a refusal to participate in the process.

Communication Accommodation

I am hearing impaired, and telephone communication is not an option for me. I notified NS Power Customer Care (Rose Ann) of this on April 23, 2026, NS Power Customer Care (Lynda) on May 31, 2026, and the DRO (Don) on June 9, 2026, all in writing. I ask the NSEB to note this as relevant context throughout its review, and, as requested in my Cover Letter, to direct all communications with me by email, including its final written decision.

Full supporting documentation for each issue above is provided in Exhibits A through G, filed with this complaint.