

Nova Scotia Energy Board — Complaint Cover Letter

Date: July 12, 2026

To:

Nova Scotia Energy Board
P.O. Box 1692, Unit M, Suite 300
1601 Lower Water Street
Halifax, NS B3J 2S3

Email: board@novascotia.ca

Re: Customer Complaint — Billing Dispute and Failure to Resolve — NS Power Account

From:

David Nickerson

[REDACTED]

[REDACTED]

Email:

[REDACTED]

NS Power Account Number:

[REDACTED]

Nature of the Complaint

I am filing a formal complaint with the Nova Scotia Energy Board (NSEB) against Nova Scotia Power Incorporated (NS Power) regarding:

1. **An unresolved billing dispute** in the amount of \$635.22, which I believe represents a credit owed to me based on actual meter readings during a period when NS Power issued estimated bills.
2. **NS Power's failure to resolve this matter** through its internal customer care process and the Dispute Resolution Officer (DRO) process, despite my sustained good-faith efforts over a period of approximately two months.

3. **NS Power's failure to offer a secure transmission method** for my personal account information, which is particularly concerning in the context of NS Power's 2025 data breach.

Credit Amount Claimed

\$635.22

This amount represents the difference between what NS Power billed me during a period of estimated billing and what I actually paid based on continuous personal meter readings. My meter readings and NS Power's readings are in agreement at both the start and end of the relevant period (July/September 2024 bill through January/March 2026 bill), making this a verifiable discrepancy that NS Power can confirm through its own internal records.

What I Am Asking the NSEB to Do

I respectfully request that the NSEB:

1. Direct NS Power to conduct an internal review of my billing account for the period covered by the dispute, using its own records, and to apply a credit of \$635.22 (or such other amount as its records confirm) to my account.
2. Review NS Power's handling of my complaint, including its failure to respond to multiple direct questions, its suggestion that I use social media to transmit confidential account information, and its failure to provide a secure transmission alternative following a data breach.
3. Review whether NS Power's customer service conduct throughout this dispute reflects a broader systemic failure in complaint handling and internal accountability, rather than isolated errors, including inconsistent responses between agents, an apparent lack of case continuity or tracking between customer service and the DRO process, and a pattern of non-response that has had the effect of avoiding resolution. This is evident when reviewing the full communications in Exhibit D.
4. 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. Despite repeatedly raising these concerns in writing, and proposing several reasonable alternatives, including internal review of my account without any transmission of files, I received no substantive response addressing the security risk itself. 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.

5. I ask the NSEB to consider NS Power's own acknowledgment, in its March 18, 2026 Compliance Letter to the Office of the Privacy Commissioner of Canada, that the 2025 breach exposed sensitive personal and account information for over 900,000 current and former customers, and that NS Power has committed to an external security assessment of its safeguards, to be completed by October 31, 2026. Despite this ongoing, acknowledged security remediation process, NS Power's customer service staff directed me, during this dispute, to submit sensitive account information via unencrypted email and, separately, via public social media direct messaging, as documented in Exhibits D and F. 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.
6. Provide me with a written copy of the Board's final decision, 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.
7. Review the Dispute Resolution Officer's (DRO) closure of my file on the stated grounds that I failed to provide consent. As documented in Exhibit D, I explicitly offered conditional consent in writing on June 10, 2026, and the DRO quoted this statement back to me verbatim in his final reply of June 18, 2026, while still closing the file on that basis. I ask the NSEB to consider whether conditional consent grounded in legitimate, documented post-breach security concerns should have been treated as a refusal to participate in the dispute resolution process.

Communication Accommodation

I am hearing impaired. Telephone communication is not an option for me. All communication in this matter has been conducted by email, and I respectfully request that all NSEB communications with me be by email as well.

Documents Enclosed

The following documents are filed with this complaint:

- **NSEB Rule12 Confidentiality Request**— filed pursuant to Regulatory Rule 12
- **NSEB Statement of Complaint** (including billing dispute details, full communication chronology, and issues for the NSEB to address)

- **Exhibit A — Excel billing records - NS Power Bills_ Financial Reconciliation**
- **Exhibit B — Explanation of Excel Sheets Billing Calculations**
- **Exhibit C — JPEG screenshots of NS Power bills**
- **Exhibit D — Full Chronology of Communications (NS Power Customer Care and DRO Correspondence)**
- **Exhibit E — Canadian Centre for Cyber Security, Email Security Best Practices (ITSM.60.002, August 2025)**
- **Exhibit F — NS Power Email Address Change Correspondence**
- **Exhibit G — NS-Power-Compliance-Letter-to-OPC**

Note:

1. All submitted documents include the appropriate corresponding CONFIDENTIAL and REDACTED copies.
2. All documents are in PDF format except the Excel Billing Records.

I have made every reasonable effort to resolve this matter directly with NS Power and through the DRO process. This NSEB filing is my recourse after those avenues were exhausted without resolution.

Respectfully submitted,

David Nickerson

July 12, 2026