

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: THE PUBLIC UTILITIES ACT

- and -

**IN THE MATTER OF: BOARD INQUIRY INTO NOVA SCOTIA POWER'S
CYBERSECURITY INCIDENT**

SECOND SET - INFORMATION REQUESTS

To: **Nova Scotia Power Incorporated**
Judith Ferguson
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Halifax, NS, B3J 3S8
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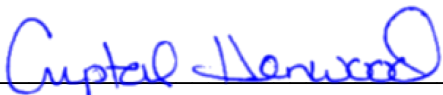
From: Board Staff
Nova Scotia Energy Board

Responses Due: **Tuesday, December 23, 2025**

Copies: 1 electronic copy (PDF searchable)

Contact Person: **Somesh Singh, P.Eng.**
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Issued at Halifax, Nova Scotia, this 3rd day of December 2025.



Crystal Henwood, Clerk of the Board

1 **Request IR-13:**

- 2 a) Please explain the process by which the utility currently estimates a monthly bill?
- 3 b) Please provide details about the design limitations and tuning of NS Power's system for
- 4 estimating bills referenced in the following statement by Peter Gregg in his November 23,
- 5 2025, appearance before the Nova Scotia House of Assembly Standing Committee on
- 6 Natural Resources and Economic Development:

7 The system was never designed to estimate that number of bills. It was
8 meant to be for more one-off situations. We have been tuning the system
9 as much as we can. We haven't always gotten it right, and that's why
10 you're seeing some of these overestimations.

- 11 c) Does NS Power have access to the actual meter reading for that month for prior years?
- 12 i. If not, how can NS Power determine what the estimated bill should be?
- 13

14 **Request IR-14:**

15 On page 2 of the Monthly Update 4, NS Power noted that customer meters have continued to

16 accurately record electricity usage. To date, approximately 75 percent of customers have now

17 had at least one meter reading since the Incident, and the Company will continue to target the

18 remaining 25 percent until communication with customer meters is re-established.

19

20 On Page 3, the Company said it is on track to reconnect customer meters with the billing systems,

21 beginning in December 2025, with all meters expected to be reconnected by the end of March

22 2026.

- 23 a) What percentage of the work has been completed to confirm that all meters are expected
- 24 to be reconnected by the end of March 2026?
- 25 i. Are there any risks currently identified that could potentially extend this timeline?
- 26 b) How did NS Power determine which meters were read more than once?
- 27 c) Since the cybersecurity incident to date, please provide a monthly breakdown of the total
- 28 number of customer bills generated based on actual meter readings.
- 29 d) Please provide a breakdown of the bills sent in November, providing the following
- 30 information:
- 31 i. How many bills were based on actual readings of the meters associated with those
- 32 bills in the current billing period and how many were based on estimates.
- 33 ii. For those bills that were estimated, please provide a breakdown based on the
- 34 number of months since the meters associated with those bills were actually read.

- 1 e) Were the bills all based on the same number of estimated months of usage? If not, why
2 was a different number of estimated months used for different customers?
3 f) Since the cybersecurity incident to date, please provide a monthly breakdown of the total
4 number of customers who submitted photo meter reads. Were the photo meter reads used
5 in all cases? If not, why not?
6 g) Is an overpayment by a customer refunded or applied on account, with interest?
7

8 **Request IR-15:**

9 During his November 23, 2025, appearance before the Nova Scotia House of Assembly Standing
10 Committee on Natural Resources and Economic Development, Mr. Lanteigne said:

11 ... I know what I mentioned earlier is that over the course of the past few weeks, as we've
12 entered into November, we have noticed that half the bills are similar to the previous winter.
13 We can see the increase on half. When we've actually been trueing up meter reads, as Mr.
14 Gregg mentioned earlier, 75 percent of our customers have had a meter read actually
15 occurring. I don't have the full distribution of it, but up until probably the last month or so,
16 the meter readings have been fairly close. That said, they're estimates. There are always
17 going to be customers who are on the extremes of those.

- 18 a) Please explain why half of NS Power's bills in November would be higher than the previous
19 winter.
20 b) In the last month or so when NS Power's actual meter readings were no longer "fairly
21 close" to its estimated readings, please indicate the proportion of actual meter readings
22 that confirmed that previous bills had been overestimated.
23

24 **Request IR-16:**

25 Since becoming aware of the cyber incident, has NS Power deployed additional resources
26 specifically to assist with the estimated billing process, including responses to customer
27 complaints about estimated bills?