

May 14, 2025

judith.ferguson@nspower.ca

Judith Ferguson
Executive Vice President, Regulatory, Legal and Business Planning
Nova Scotia Power Incorporated
P.O. Box 910, 1223 Lower Water Street
Halifax, NS B3J 3S8

Dear Ms. Ferguson:

M12273 - Board Inquiry into Nova Scotia Power's Cybersecurity Incident

On April 28, 2025, Nova Scotia Power announced it was responding to a cyber-security incident involving unauthorized access to certain parts of its network and servers supporting portions of its business applications. While physical operations have not been disrupted and it does not appear that NS Power's operating technology was affected, the impact to its information technology systems is concerning.

On May 1, 2025, NS Power announced that certain customer personal information was accessed and taken. Several proceedings before the Board have also been delayed because NS Power has not been able to meet established timelines due to the cyber incident.

A press release NS Power issued earlier today indicates that the types of personal customer information that were accessed and taken, while varying, includes names, phone numbers, email addresses, mailing and service addresses, Nova Scotia Power program participation information, birth dates, customer account history, driver's license numbers, Social Insurance Numbers, and banking information. The customer personal information that was accessed is of significant concern. Additionally, the Board notes that customer information was accessed on March 19, 2025, which is more than a month before the date NS Power discovered and responded to the cyber incident as noted in its initial press release.

The Board has opened a proceeding and will conduct an inquiry into this incident. The Board is in discussions with cyber-security experts to engage them in this matter. Once the engagement is finalized, the Board will identify the information it expects NS Power to provide in a report to be filed with the Board as the initial step in this process.

The Board takes this matter very seriously and is committed to a thorough and transparent process. We recognize that NS Power is currently focused on recovery and mitigation efforts, and we do not intend to interfere with that critical work. Ultimately, the Board wants to ensure

regulatory oversight and accountability while allowing the utility to concentrate on restoring systems and supporting impacted customers.

Yours very truly,

Crystal Henwood

Crystal Henwood
Clerk of the Board

c. William L. Mahody, K.C., Board Counsel
Interested Parties

