

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**

INFORMATION REQUESTS

To: **Nova Scotia Power Incorporated**
Judith Ferguson
Executive Vice President, Regulatory, Legal and Business Planning
1223 Lower Water Street
Halifax, NS, B3J 3S8
Email: judith.ferguson@nspower.ca

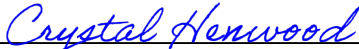
From: Board Staff
Nova Scotia Energy Board

Responses Due: **Friday, August 15, 2025**

Copies: 1 electronic copy (PDF searchable)

Contact Person: **Somesh Singh, P.Eng.**
Senior Advisor, Electrical
Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 24th day of July 2025.



Crystal Henwood, Clerk of the Board

Request IR-1:

Please provide a timeline of this cybersecurity incident, including:

- a) the date of the breach;
- b) the date suspicious activity was discovered;
- c) the date the cyber breach was confirmed;
- d) the date law enforcement and cybersecurity agencies were notified;
- e) the date all public or media releases were issued by the utility (including copies of the releases or updates); and
- f) the date of all public media interviews provided by any member of the utility's senior management team, including particulars of each.

Request IR-2:

NS Power's Thursday, May 1, 2025, cybersecurity update letter stated:

While our investigation is ongoing, we have identified that certain customer personal information was accessed and taken by an unauthorized third party.

If we determine that your data was affected, we will send you notice with further details including about the affected information, along with resources and support.

[\[Cyber\] Nova Scotia Power](#): Thursday, May 1, 2025 Update]

- a) Please confirm the number of NS Power customers that are affected by this cybersecurity incident.
- b) Has this cybersecurity breach impacted former customers of NS Power?
 - i. If yes, please provide the number of former customers impacted, along with the percentage of these who have not been NS Power customers for more than 2 years, 5 years, 10 years, 15 years, 20 years.
 - ii. If not, please explain.
- c) Please confirm whether the number of former customers impacted is included in the numbers provided by the utility in subsections a) – c) of this Information Request.

Request IR-3:

NS Power, in its Thursday, May 14, 2025, cybersecurity update letter stated:

Notifications are in the process of being mailed to impacted account holders, which includes detailed information about resources and support. While we have no evidence of misuse of your personal information, as a precaution, arrangements have been made with the consumer reporting agency, TransUnion, to provide impacted individuals with a two-

1 year subscription to a comprehensive credit monitoring service (TransUnion
2 myTrueIdentity®) at no cost.

3
4 [\[Cyber\] Nova Scotia Power](#): Wednesday, May 14, 2025 Update]

5
6 NS Power, in its Wednesday, June 25, 2025, cybersecurity update letter stated:

7 Beginning today, we will be offering five years of free credit monitoring to all customers of
8 Nova Scotia Power—past and present—regardless of whether you received a letter from
9 us about the incident. Customers will not pay for any costs incurred by Nova Scotia Power
10 for credit monitoring resulting from this incident.

11
12 [\[Cyber\] Nova Scotia Power](#): Wednesday, June 25, 2025 Update]

- 13
14 a) How did the utility determine that there was no evidence of misuse of personal information
15 for all the customers?
16 b) When did the utility start sending out the notice letters?
17 c) How can the utility ensure that all impacted customers or former customers have received
18 the notice letters or any form of communication?
19 d) If applicable, please explain the delay between identifying the data breach and sending
20 out the notices.
21 e) Did different customers receive different notice letters?
22 i. If yes, how many different letters were sent out, and provide samples of each
23 different version sent out to customers.
24 ii. How did the utility determine which letter customers would receive?
25 f) Why did the utility select TransUnion myTrueIdentity® services?
26 i. Please list the components of this service and provide comment of their
27 appropriateness.
28 ii. What is the cost of two-year and five-year service to the utility?
29 g) How did the utility determine that two years of credit monitoring was sufficient?
30 h) Please provide the reasons for changing the credit monitoring period from two to five
31 years.
32 i) During the five-year credit monitoring period, if there is unauthorized activity, how is the
33 customer protected? Please explain.
34 j) After the five-year credit monitoring expires, how can the utility determine that this breach
35 will not lead to unauthorized activity beyond that period?
36

Request IR-4:

- a) Please provide the utility's comments to complaints received by the Board and filed as Letters of Comment that request at least 10 years of credit monitoring Identity theft.
- b) Please provide the utility's comments to complaints received by the Board and filed as Letters of Comment that state, "many Canadians already receive similar coverage at no cost through their banks or credit card providers".

Request IR-5:

Please provide the utility's comments to complaints received by the Board and filed as Letters of Comment that request a credit equal to the cost of the two-year credit monitoring service if a customer chooses not to take the credit monitoring service.

Request IR-6:

NS Power, in its Thursday, May 14, 2025, cybersecurity update letter stated:

The types of impacted personal information varied by individual customer and depended, in part, on the information provided by each customer. This may have included one or more of the following: name, phone number, email address, mailing and service addresses, Nova Scotia Power program participation information, date of birth, and customer account history (such as power consumption, service requests, customer payment, billing, and credit history, and customer correspondence), driver's license number, and Social Insurance Number. For some of our customers, bank account numbers (for pre-authorized payment) may also have been impacted, if this information was provided by these customers.

[\[Cyber\] Nova Scotia Power](#): Wednesday, May 14, 2025 Update]

- a) If a customer requests it, could the utility provide details about the compromised information relating specifically to that customer?
 - i. If yes, please explain the process.
 - ii. If not, please explain.
- b) Please specifically explain why the utility could not send a letter to the customer, detailing exactly what personnel information of that customer was compromised.
- c) The letter noted a dedicated phone number for customers with questions. Please provide the current wait times, drop-off times, the number of dedicated personnel supporting it, and whether a callback option is available to a customer.
- d) Complaints received by the Board and filed as Letters of Comment have noted that the dedicated number (1-844-818-0376) connects users to TransUnion instead of NS Power representatives:

- i. Please confirm whether the dedicated number belongs to NS Power's support team or TransUnion.
- ii. If TransUnion, please explain why it is operated by a third-party and comment on its appropriateness.

Request IR-7:

NS Power's Thursday, May 23, 2025, cybersecurity update letter stated:

Notifications have been mailed to impacted account holders, which include detailed information about resources and support.

[\[Cyber\] Nova Scotia Power: Wednesday, May 23, 2025 Update\]](#)

- a) Please list all the resources and support provided to an impacted account.
- b) Did the utility provide any guidance on steps customers could take to protect themselves from potential identity theft or fraud resulting from this breach?
 - i. If yes, please share.
 - ii. If not, why not.

Request IR-8:

Is the utility aware of any instances where the credit monitoring activation code is not working?

- a) If yes, please explain the mechanism in place to address these issues.
- b) If not, please provide a mechanism to resolve these issues.
- c) Are there any dedicated resources supporting these kinds of queries? Please explain.

Request IR-9:

Does the utility currently have a communication policy in place in case of a cybersecurity breach?

- a) If yes, please share the policy document.
- b) If not, why not.

Request IR-10:

- a) Please list the customer services, such as pole relocation and new connection service requests, that have been impacted by this breach due to the shifting of resources away from these activities to support NS Power's cybersecurity response. In addition, provide a status update on the estimated time for full restoration of these services.

- 1 b) Please provide a list of actions taken, along with corresponding dates, to inform NS
2 Power's customers about the impact of the cybersecurity breach on customer services
3 and response times.

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5 **Request IR-11:**

6 Please confirm whether NS Power customers can still pay their bill at a Canada Post location, if
7 needed.

8
9 **Request IR-12:**

10 Board staff understands the billing of many customers was affected by the breach, and the
11 customers received bills beyond their billing cycle. Further, as a result, their bills were higher than
12 expected.

- 13 a) Does the utility concur with the Board staff's understanding as expressed in the above
14 preamble?
15 b) Please confirm whether billing issues have been resolved.
16 c) Please confirm if a customer can now access their online account, including billing history,
17 usage details, and payment management.
18 d) Please confirm that customers were not charged any penalty due to this delay.
19 e) Please confirm the utility offered payment options to the impacted customers with no
20 additional charges.
21 f) Please confirm whether any negative credit impacts will apply during this disruption
22 period.