

August 15, 2025

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Adam Kardash, Partner & Co-Chair
Privacy and Data Management
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Box 50, 1 First Canadian Place
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Dear Mr. Kardash:

**M12273 – Board Inquiry into Nova Scotia Power’s Cybersecurity Incident – IR Response
Extension Request**

The Board acknowledges your request to extend the filing date for NS Power's response to Board staff information requests issued on July 24, 2025, from today to September 5, 2025, due to ongoing work relating to the cybersecurity matter. The Board appreciates that NS Power's efforts to respond to this issue have posed an additional challenge to its resources. As with the numerous other extension requests the Board has received from NS Power for this reason, the Board grants the request. However, these information requests seek information frequently requested by NS Power's customers in their letters and emails to the Board expressing concerns, frustrations, and complaints about the compromise and misuse of their personal information, the risks relating to the release of their personal information, and difficulties encountered in communications with the credit monitoring service engaged by NS Power. The Board intended that NS Power's responses to these questions would be available to customers who may be seeking answers to the questions that many of them are asking. As such, the Board would appreciate anything that NS Power could do to put more of a priority on providing these responses earlier than September 5, 2025, if that is possible.

Yours very truly,



Crystal Henwood
Clerk of the Board

c. Interested Parties