

February 12, 2026

sean@blarneystonerestaurant.ca

Sean MacLeod
Blarney Stone Restaurant
16339 Hwy 103
Hebbs Cross NS B4V 0Y8

Dear Mr. MacLeod:

M12457 – Nova Scotia Power Inc. – Complaint by Blarney Stone Restaurant - Systemic Regulatory Compliance Issues

Further to the Board's letter dated December 11, 2025, NS Power responded to the questions in that letter in its incident report to the Board dated December 23, 2025, originally filed in Matter 12457. This report addressed many aspects of the cybersecurity incident that was the genesis of your complaint about systemic billing issues for demand billing customers.

The Board will be following up on these responses and the issue of the impact of the cybersecurity incident on demand billing customers. The Board has divided its review of the cybersecurity incident into two matters as outlined in the attached letter dated February 6, 2026. The demand billing impacts will form part of several issues addressed in **Matter M12600-Minsiter of Energy-Accountability for Nova Scotia Power**. Accordingly, this matter, as an individual complaint, will be closed as the systemic issues you raised will be dealt with in Matter M12600.

For your information, as documents are filed in Matter M12600, they will be posted to the Board's website at <https://nserbt.ca/nseb> and can be found by selecting "Matters & Evidence", "Search Records", and in the "Go Directly to Matter" search box, insert Matter Number "M12600".

Yours very truly,



Richard J. Melanson, LL.B.
Member

Encl.
c. Blake Williams, NSPI
Kathleen Murray, NSPI

Document: 327919

February 6, 2026

By Email

M12273 Parties

Dear Parties:

M12273 – Board Inquiry into Nova Scotia Power’s Cybersecurity Incident and M12600 – Minister of Energy – Accountability for Nova Scotia Power

This letter outlines the processes the Nova Scotia Energy Board intends to follow for Matter M12273 – Board Inquiry into Nova Scotia Power’s Cybersecurity Incident and Matter M12600 – Minister of Energy – Accountability for Nova Scotia Power.

The Board panel considering these matters is Stephen T. McGrath, K.C., Chair; Roland A. Deveau, K.C., Vice Chair; and Richard J. Melanson, LL.B., Member.

On December 23, 2025, Nova Scotia Power Inc. filed its formal Incident Report about the cybersecurity incident it identified on April 25, 2025. In its report, NS Power referred to a letter sent to the Board by the Premier of Nova Scotia, calling on the Board to investigate, among other things, the fairness and legality of NS Power’s estimated billing practices, consumer protections and communications, plans to restore billing systems and the potential for the imposition of financial penalties.

NS Power submitted many of the issues the Premier raised were addressed in its November incident update report in Matter M12273 and were further addressed in the formal Incident Report and responses to information requests filed by NS Power in the cybersecurity matter on the same day the formal Incident Report was filed. NS Power submitted these issues should be addressed as part of the cybersecurity incident investigation rather than in the separate matter the Board had tentatively opened upon receipt of the Premier’s letter, pending review of the formal Incident Report.

Upon reviewing that report, the Board believes there is merit in separating the more technical aspects of the cybersecurity incident from the consideration of NS Power’s customer relations, billing practices and impacts to NS Power’s business operations and regulatory requirements stemming from the cybersecurity incident. The Board believes proceeding with two separate matters can be achieved with minimal, if any, duplication of effort. Details about these proceedings are set out below.

Scope of Proceedings

The scope of each proceeding will be set out in issues lists that will be developed for each proceeding. A draft issues list will be provided with or shortly after the issuance of Hearing Orders in each matter and will be finalized after comments are received from the parties in

the proceedings. A preliminary scoping of the issues to be addressed in each proceeding is set out below.

M12273 – Board Inquiry into Nova Scotia Power’s Cybersecurity Incident

This proceeding will review technical aspects of the cybersecurity incident, including the reasonableness of the following:

- a. NS Power’s cybersecurity assets and systems before the attack
- b. NS Power’s cybersecurity policies and plans, and their implementation
- c. NS Power’s cybersecurity training before the attack
- d. NS Power’s technical response to the attack
- e. NS Power’s technical recovery actions, including technical issues relating to its third-party payment processing and customer billing systems
- f. NS Power’s enhancements, strategies and measures implemented or proposed for its cybersecurity assets and systems, policies, plans and training, after the cybersecurity incident

M12600 – Minister of Energy – Accountability for Nova Scotia Power

This proceeding will review the reasonableness of NS Power’s actions relating to the following:

- a. Collection and retention of customer information
- b. Measures implemented to mitigate risk to customers from fraud and identity theft following the cybersecurity incident
- c. Billing estimations
- d. The impact of the cybersecurity incident on NS Power’s ability to accurately measure and bill customers under rate designs or who use equipment that is particularly dependent on the need for real or near real time measurements, such as:
 - i. Time of use/day rates
 - ii. Net-metering billing arrangements
 - iii. Single-phase meters without a physical demand reset feature for demand billing customers
- e. Communications with customers relating to these issues and about the cybersecurity incident
- f. Business and regulatory impacts, including:
 - i. Continuing impacts of day-to-day operations
 - ii. Bill payments to third parties
 - iii. Regulatory proceedings
 - iv. Planning and transition to IESO Nova Scotia

Existing Exhibits and Reports

The Board recognizes that the exhibits and reports already filed in Matter M12273 address matters included in the scope of both proceedings. These exhibits and reports will be added



to Matter M12600, so that information included in them that is within the scope of that proceeding is included in the matter.

Intervenors

Intervenors in Matter M12273 will be deemed to be intervenors in Matter M12600 without the need to file a new notice of intervention, unless they indicate that they do not intend to participate in the proceeding. The Board notes that when Hearing Orders are issued for these matters, they will include a further opportunity for interested parties to intervene.

Next Steps in Matter M12273

As noted in the Board's letter dated July 14, 2025, MNP Digital has been engaged to assist with this proceeding. The Board anticipates that MNP will prepare and file a report addressing NS Power's formal Incident Report and any other matters MNP feels it is appropriate to include in relation to the Board's review of the cybersecurity incident. When that report is filed, a Hearing Order will be issued for the remaining steps in the proceeding, including an oral hearing.

Next Steps in Matter M12600

A Hearing Order for this proceeding is being issued at this time, leading to an oral hearing in mid- to late-summer.

Pending the completion of this proceeding, NS Power is directed to file update reports at the end of each month, which will include:

- a. the status of any ongoing business impacts relating to the cybersecurity incident, and the outcome of any business impacts resolved since the last update report (Section 6.1 of the formal Incident Report)
- b. an updated restoration roadmap (Appendix A of the formal Incident Report)
- c. the status of any ongoing regulatory impacts relating to the cybersecurity incident, and the outcome of any business impacts resolved since the last update report (Appendix B of the formal Incident Report)
- d. the status of outstanding payments to vendors and suppliers

Yours very truly,



Crystal Henwood
Clerk of the Board

c. William L. Mahody, K.C., Board Counsel
MNP Digital

