

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: *The Public Utilities Act*

– and –

IN THE MATTER OF: AN INQUIRY about the impact of the cyber incident on NOVA SCOTIA POWER INCORPORATED's collection and retention of customer information, customer service and communications, billing processes and regulatory matters

OPENING STATEMENT OF
THE CONSUMER ADVOCATE

August 14, 2026

This is the opening statement of the Consumer Advocate.

This proceeding M12600 was initiated following concerns expressed by the Minister of Energy, about how the cyber security attack against Nova Scotia Power was affecting the customers of the Utility.

After the Board received Nova Scotia Power's incident report on the attack, the Board determined that it would be appropriate to divide the review of the cyber incident into two segments: an inquiry into the technical aspects of the attack which was already underway (M12273), and the current proceeding (M12600) - a review dealing with the impact of the attack on the customers of Nova Scotia Power, including the collection and retention of customer information, measures to mitigate the risks of fraud and identity theft as result of the attack, the billing of customers and communication with customers about the incident.

A number of important questions have been identified in reports that have been submitted by Board Counsel Consultant, Tricia Ralph of INQ Law and by Ed Mollard of InterGroup, the consultant retained by the Consumer Advocate.

- Did the privacy policies of Nova Scotia Power meet industry standards?
- Why did Nova Scotia Power collect and retain sensitive personal information it gathered from its customers?

- Were Nova Scotia Power employees adequately trained to protect personal information from the risks of cyber attacks?
- Did the customers and former customers of Nova Scotia Power receive adequate notice of the attack and the risks it presented to their personal information?
- Did Nova Scotia Power do enough to mitigate the risks of identity theft and fraud its customers faced as a result of the cyber attack?
- Are the measures currently in place to review and update privacy policies and staff training adequate to meet the ever changing threat environment in which Utilities such as Nova Scotia Power operate?
- Did Nova Scotia Power adequately handle the billing impact on customers and could alternative methodology have been introduced?

These are some of the questions that arise in the evidence before the Board.

On August 10, 2026, Nova Scotia Power filed a robust rebuttal of the evidence before the Board, including pointed criticism of the work of Ms. Ralph and Mr. Mollard. Nova Scotia Power also filed separate evidence of Jena Valdetero prepared for NS Power Inc.

To be clear, we do not take an adversarial approach to this proceeding. No one would suggest that Nova Scotia Power was responsible for the cyber attack or that they did not treat the matter with the urgency and seriousness that it deserved.

However, the important issues raised by the Board in initiating this hearing warrant a constructive discussion about the steps that were taken in the aftermath of the attack and how similar incidents could be avoided in the future.

We have provided through the report of our consultant, Ed Mollard of InterGroup Consultants, recommendations for measures that could be included to support Nova Scotia Power's preparedness for future Incidents and mitigate impacts to customers.

We thank you for the opportunity of making this opening statement.

Yours truly,



David Roberts
The Consumer Advocate