

BEFORE THE NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: *The Public Utilities Act, as amended.*

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 SMALL BUSINESS ADVOCATE

Mr. Chair and Board members, please accept this opening statement on behalf of the Small Business Advocate (SBA).

In a world of increasing technological advancement, the security of our private, confidential and personal information, for both individuals and businesses, is of paramount importance. We rely on the holders of that information to maintain a strong defence and to take all reasonable steps to protect our data. We recognize however, that we cannot expect perfection.

The matter before the Board today is meant to examine and consider the actions of Nova Scotia Power Inc. (NSPI) with respect to the protection of its customers information, its customer service, communication, and billing processes, as well as the impact on business and regulatory matters, arising from the cyber security incident that took place in the spring of 2025. It is crucial that the Board, intervenors and all NSPI customers understand what NSPI did before, during and after the incident to protect the interests of customers, and to determine what should be done going forward.

1 The SBA looks forward to hearing from NSPI, its expert, and the experts retained by the Consumer
2 Advocate and Board Counsel on these very important issues and thanks the Board for this
3 opportunity to provide this opening statement

4 Dated at Bedford, Nova Scotia, this 14th day of August, 2026.

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6 Melissa P. MacAdam
7 Small Business Advocate