Nova Scotia POWER
An Emera Company

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August 14, 2026

Crystal Henwood
Clerk of the Board
Nova Scotia Energy Board
1601 Lower Water Street, 3rd Floor
Halifax, NS B3J 3S3

Re: M12600 – Cybersecurity Accountability - Opening Statement

Dear Ms. Henwood:

Please see attached opening statement from NS Power.

Yours truly,

Jennifer Power
Director, Regulatory

Opening Statement of Nova Scotia Power

Good morning, Mr. Chair, Members of the Board, and stakeholders.

We are here today to discuss the sophisticated criminal cyberattack (Attack) experienced by Nova Scotia Power in 2025. The Attack had a significant impact on our customers, employees, and corporate systems, which in turn impacted public confidence. We acknowledge the work ahead of us to improve our customers' trust and we are committed to earning it through transparency and accountability, including being here today to discuss the Attack and our response in more detail.

Everyone at Nova Scotia Power recognizes the concern, frustration, and uncertainty the Attack created for current and former customers whose information was part of the breach. This concern is particularly understandable given that the compromised information of certain affected customers included highly sensitive personal data, including Social Insurance Numbers (SINs). Nothing is more important to us than regaining the trust of those we serve, and we understand that trust must be earned through our actions, not our words.

This Attack was a serious criminal act. While that fact is important, it does not change our responsibility to our customers. Cybersecurity and privacy governance is not a one-time effort, but an on-going and ever-evolving commitment. Threats continue to evolve, and our systems, processes, training and expertise must evolve with them. Customers rightly expect us to learn from this incident and act on those lessons. We accept accountability for the stewardship of the customer information in our care, and we accept responsibility for continuously strengthening our safeguards against evolving threats.

From the moment the Attack was discovered, our focus was on protecting, and being transparent with our customers, containing the incident, restoring critical systems, supporting affected individuals, and working openly with regulators and law enforcement. The measures taken were informed by the information available at the time, guided by leading cybersecurity and privacy experts, and directed toward minimizing impact on customers and preventing further compromise. As the Office of the Privacy Commissioner of Canada recognized, Nova Scotia Power undertook significant remediation efforts and has since committed to additional security,

governance, and privacy enhancements to further strengthen our protections going forward.

Our teams worked around the clock to contain and respond to the Attack, but this was not an event that could be resolved immediately. Recovery required careful rebuilding of systems, validation of impacted data, implementation of enhanced security controls, and restoration of customer-facing services while continuing to provide reliable electric service to more than half a million Nova Scotians.

Since the Attack, our focus has been on restoring systems safely and securely while strengthening our cybersecurity and privacy posture. We are pleased to report that major systems have been restored, and Nova Scotia Power has returned to normal operations across most of the areas of the business. Nova Scotia Power has also implemented significant enhancements to its cybersecurity and privacy posture, which is detailed in the Company's Rebuttal Evidence.

We do not view this as the conclusion of our work. Rather, it was a defining moment that reinforced the need for continuous vigilance, stronger safeguards, and greater resilience. We are committed not only to recovering from this incident, but to improving confidence, learning from what occurred, and emerging as a stronger and more secure organization for our customers, employees, and communities.

One of the central issues in this proceeding is communication with customers. We believe our actions demonstrate a sustained and meaningful effort to keep customers informed through the recovery process. Consistent with PIPEDA's breach notification requirements, Nova Scotia Power issued notifications to affected individuals where the circumstances indicated a risk of significant harm as that information was confirmed. The notices were designed to provide sufficient information to enable customers to understand the nature and potential consequences of the breach, assess its significance to them, and take steps to reduce or mitigate potential harm. The notices also identified available support measures, including credit monitoring, insurance, and identity protection services offered to customers for a term of five years. Our team also established a dedicated cyber incident website, issued ongoing public updates, provided frequently asked questions, offered guidance regarding identity protection (via phone, online and in-person channels), and continued communicating as new information became available. While there may be differing views about whether more could have been done or done differently, and while we continue to learn from the impacts of the

Attack, we believe our actions demonstrate a well-coordinated and meaningful effort to keep customers informed throughout the recovery process.

One of the other central issues in this proceeding is the billing issues experienced by some customers. We know that the cyber attack created challenges in billing operations, causing concern and frustration for those customers. We took practical steps to reduce the impact of billing disruptions on customers, including the suspension of late fees and disconnections, recruiting meter readers to obtain readings for customer bills, offering payment plans and interest-free payment arrangements, and providing advance notice before normal collection practices resumed. Beyond these measures, we offered customers the flexibility to defer payment completely if they had concerns about their estimated bill amount and have honoured this flexibility since the Spring of 2025. These measures were intended to reduce the impact on customers while the Company restored its systems.

We continue to participate fully and openly in the Board's ongoing process. This hearing is an important opportunity for the Board to examine what happened, the actions we have taken, and the work required to protect customers going forward. We know there will be difficult questions, and those questions are appropriate. Our responsibility is to answer them, demonstrate that we have learned, and continue the work required.

Thank you for the opportunity to appear before you today and continue our commitment to transparency with the Board, stakeholders, and our customers.