



Energy
Office of the Minister

1690 Hollis Street, Joseph Howe Building, 11th Floor, PO Box 2664, Halifax, Nova Scotia, Canada B3J 3P7

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Mr. Stephen McGrath, Chair
Nova Scotia Energy Board
1601 Lower Water Street
3rd Floor
Halifax NS, B3J 3P6
board@novascotia.ca

Energy Board:

I am extremely concerned about the number of Nova Scotians who are experiencing inaccurate billing and lack of responsiveness from Nova Scotia Power.

Since the cyberattack over eight months ago, NSP has continually relied on estimated billing. Customers have faced inflated bills, consecutive charges within short timeframes and a lack of clear communication about adjustments.

As recently as mid-November, reports indicate that thousands of households remain subject to this flawed system, with full restoration not expected until 2026. This practice has led to widespread confusion, financial strain and has eroded public confidence and trust even further in the utility.

Customers should not be paying for NSP's failures. The cyberattack was not the fault of Nova Scotians, yet they are bearing the financial consequences of NSP's operational shortcomings. Inadequate does not begin to describe the level of transparency that NSP has shown its customers. Between the time the cyber attack happened and informing customers, to how estimates are calculated and when corrections occur, transparency has been an afterthought.

This is an incredibly serious issue. It's not lost on me or the Board that knowingly over billing would constitute regulatory fraud and misreporting revenue to the markets is a form of securities fraud. The test for knowingly overbilling includes: direct instruction, allowing inaccuracies to continue, altering billing practices illogically, failing to correct meter or information system issues.

Utilities must be held to the highest standards because of their monopolies serving vulnerable populations.

Many Nova Scotians are struggling. A promise of future fixes does little to help Nova Scotians who are being affected today. It's unfair to expect ratepayers to meet exorbitant prices when NSP has proven themselves incapable of paying their own. That's why I am calling on the Nova Scotia Energy Board to launch a formal investigation into:

1. The fairness and legality of NSP's estimated billing methodology.
2. The adequacy of consumer protections and communication during this period.
3. The timeline and contingency planning for restoring accurate billing systems.
4. Whether NSP should provide financial relief, credits, or bill smoothing options to affected customers.
5. Whether NSP is subject to financial penalties; and if so, the maximum amount that can be levied.

Nova Scotians deserve transparency, fairness, and accountability from their regulated utility. I ask that the Board treat this matter with urgency and provide a public update on the scope and timeline of your investigation.

Yours truly,



Premier Tim Houston,
Minister of Energy