

December 8, 2025

Stephen McGrath, K.C.; Chair
c/o Crystal Henwood; Clerk of the Board
Nova Scotia Energy Board
1601 Lower Water Street, 3rd Floor
Halifax NS, B3J 3P6

Re: M12273 – Nova Scotia Power’s Cybersecurity Incident

I write to the Nova Scotia Energy Board (NSEB) in response to Premier Houston's letter, dated December 3, 2025. First and foremost, we recognize that the recent cyber attack has affected our customers and the trust we have built with them, and we want to acknowledge and sincerely apologize for the concern and disruption this has caused.

Over the past 8 months, our team of approximately 2,500 Nova Scotians, who live and work in communities across our Province, have been working around the clock to restore and strengthen our systems and to provide customers with the best service possible in the face of a very significant and devastating, criminal attack on the utility. We know that this attack continues to impact our customers, including concerns about estimated bills. We are committed to addressing these impacts, to alleviating the concern and disruption it has caused customers, and to regaining their trust in this company.

To that end, I wish to reiterate our commitment to Nova Scotians, that if we have made an error in estimating their bill, we will fix it. These are not promises or commitments about the future. These are promises and commitments about what our employees are doing everyday for their fellow Nova Scotians.

We share Premier Houston's concerns about our customers frustrations with the estimated billing and believe the type of review suggested by the Premier is an important step forward and we are committed to transparently providing this

information to the NSEB and our customers.

Nova Scotia Power views the NSEB Inquiry into Nova Scotia Power's Cybersecurity Incident (M12273) (Cyber Inquiry), which was initiated on May 14, 2025, and has been ongoing since that date, as the appropriate process in which to address the issues raised by the Premier. Many of the issues raised by Premier Houston, specifically estimated billing, customer communications, timelines and contingency planning for restoration of normal billing, and customer assistance programs were addressed in Nova Scotia Power's December 1, 2025, Monthly Incident Report to the NSEB. Nova Scotia Power intends to provide further details in its Incident Report to be filed by the end of the year. In addition, the NSEB's second set of Information Requests (IR), which were issued on December 3, 2025, as part of the Cyber Inquiry deal specifically with the customer billing issue. Responses to these IRs are due to the NSEB on December 23, 2025.

This is an important process and the Premier has rightfully sought confirmation that the issues he has raised will be addressed as part of it; however, Nova Scotia Power has never intentionally overbilled its customers and has been steadfast and consistent in its commitment to customers that it is actively trying to address the issues and, where mistakes have been made, they will be fixed.

Sincerely,

A handwritten signature in black ink, appearing to read 'Peter Gregg', with a stylized, cursive script.

Peter Gregg