

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

BEFORE:



Stephen T. McGrath, K.C., Chair
Roland A. Deveau, K.C., Vice Chair
Richard J. Melanson, LL.B., Member

HEARING ORDER

On December 3, 2025, the Honourable Tim Houston, Premier of Nova Scotia and Minister of Energy, wrote to the Nova Scotia Energy Board to express concern about the number of Nova Scotians experiencing inaccurate billing and a lack of responsiveness from NS Power following its cybersecurity breach, and requesting that the Board investigate the matter.

In a letter dated December 10, 2025, the Board advised it was receiving monthly reports from NS Power about the Board's separate ongoing cybersecurity inquiry (M12273), and it had also opened this new matter (M12600). The Board confirmed it would decide upon a process to consider this matter upon receipt of the Board-directed NS Power's Cybersecurity Incident Report due by December 31, 2025. NS Power's Cybersecurity Incident Report was filed December 23, 2025.

The Board considers that this matter should be addressed in an oral hearing and orders that:

1. The public hearing for this matter will be at the Office of the Board, Summit Place, 3rd Floor, 1601 Lower Water Street, Halifax, Nova Scotia, on the following dates:
 - a. **Monday, July 27, 2026, at 9:00 a.m.**, and continuing to **Wednesday, July 29, 2026, if necessary**; and
 - b. an Evening Session on **Monday, July 27, 2026, at 7:00 p.m.**

Depending on the circumstances, all or part of this public hearing may be held by GoToWebinar video conferencing.

2. The following timetable will apply to this proceeding:

Preliminary Issues List	Thursday, March 12, 2026
Notice of Formal Intervention	Thursday, March 19, 2026
Comments on Preliminary Issues List	Monday, March 23, 2026
Final Issues List	Wednesday, March 25, 2026
Information Requests (IRs) to NS Power	Wednesday, April 22, 2026
Responses to IRs from NS Power	Wednesday, May 6, 2026
Evidence by Intervenors and Board Counsel Witnesses	Wednesday, May 27, 2026
IRs to Intervenors and Board Counsel Witnesses	Wednesday, June 10, 2026
Responses to IRs by Intervenors and Board Counsel Witnesses	Thursday, July 2, 2026
Requests to Speak at Evening Session	Wednesday, July 8, 2026
Letters of Comment	Wednesday, July 8, 2026
Rebuttal Evidence by NS Power	Monday, July 13, 2026
Opening Statements	Friday, July 17, 2026
Hearing Commences	Monday, July 27, 2026
Evening Session 7:00 PM (if necessary)	Monday, July 27, 2026
Reserved (if necessary)	July 28 and 29, 2026

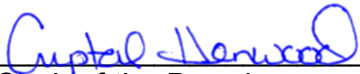
3. The notice of this hearing shall be given, in a form to be approved by the Board, by publishing it in accordance with the following schedule:

Halifax Chronicle-Herald & The Cape Breton Post	Saturday, March 14, 2026
	Wednesday, March 18, 2026
	Saturday, March 21, 2026

4. The Clerk of the Board will provide a copy of the Hearing Order to Interested Parties in electricity mandate matters, the parties in Matter M12273, post it to the Board's Bluesky and Facebook accounts and publish it on the Board's website. NS Power is also directed to post notice of this matter on its website.

5. The *Board's Regulatory Rules* will apply to this application, including *Rule* 7(3) with respect to filing by **2:00 pm** on any date a document is due.

DATED at Halifax, Nova Scotia, this 9th day of February 2026.


Clerk of the Board