



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

FINAL ISSUES LIST

The following issues will be dealt with in the public hearing on Board inquiry on Matter M12600 - Minister of Energy – Accountability for Nova Scotia Power, which is set to begin Monday, July 27, 2026:

1. Privacy policies and procedures development, implementation, and adherence, including, but not limited to:
 - i. Privacy training and percentage of staff that completed privacy training;
 - ii. Policies for receiving and responding to privacy complaints or inquiries;
 - iii. Privacy breach response plan;
 - iv. Retention and destruction policies.
2. Governance and risk management processes addressing privacy risks.
3. Reporting to regulators, notification to affected individuals, management and communication.
4. Collection and retention of customer information (including what type of personal information was collected, for what purpose).
5. Measures implemented to mitigate risk to customers from fraud and identity theft following the cybersecurity incident.
6. Whether any third-party service providers were involved in the breach and if yes, whether there were data sharing agreements in place with them.
7. The impact of the cybersecurity incident on Nova Scotia Power's ability to accurately bill customers, including alternative measures considered for billing customers, billing estimates and associated data usage, and seasonal adjustment logic.
8. Policies for receiving and responding to billing complaints or inquiries.

9. The impact of the cybersecurity incident on NS Power's ability to accurately measure and bill customers under rate designs or who use equipment that is particularly dependent on the need for real or near-real time measurements, such as:
 - i. Time of use/day rates;
 - ii. Net-metering billing arrangements;
 - iii. Single-phase meters without a physical demand reset feature for demand billing customers.
10. Communications with customers relating to cybersecurity related issues.
11. Business and regulatory impacts, including:
 - i. Continuing impacts of day-to-day operations;
 - ii. Bill payments to third parties;
 - iii. Regulatory proceedings;
 - iv. Planning and transition to IESO Nova Scotia.