2026 **M12600**

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: **The *Public Utilities Act*, RSNS 1989, c 380 as amended**

- 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**

INFORMATION REQUESTS

To: **Blake Williams**
Senior Director, Regulatory Affairs
Nova Scotia Power Inc.
1223 Lower Water Street
Halifax, NS B3J 2A8
Email: blake.williams@nspower.ca

From: The Department of Energy

Responses Due: May 6, 2026

Copies: 1 electronic copy (PDF searchable)

Contact Person: **Thomas Kayter**
Department of Energy
1690 Hollis Street
Halifax, NS B3J 1V7
Tel: (902) 890-3963
Email: Thomas.kayter@novascotia.ca

Billing Estimations and Accurate Measurement

IR-1. For customers on Time-of-Use (TOU) or Net-Metering rates whose data was lost or estimated, please provide the specific methodology used to determine the "peak" versus "off-peak" consumption during the period of system unavailability.

IR-2. Please provide the total number of single-phase meters where manual field intervention was required to perform a demand reset and clarify if the costs for these field visits are being tracked as "Recovery" costs (utility-funded) or "Operational" costs (ratepayer-funded).

Fraud and Identity Theft Mitigation

IR-3. Please provide a monthly breakdown of customer-reported fraud or identity theft incidents since April 2025 that NS Power has investigated for a potential link to the exfiltrated personal data of the 900,000 affected customers.

IR-4. Does NS Power maintain a "success rate" or "enrollment target" for the credit monitoring services offered? If so, please provide the current enrollment percentage and explain how this metric informs the utility’s assessment of the "reasonableness" of the mitigation plan.

Business and Regulatory Impacts

IR-5. Please provide a table listing every regulatory filing or milestone from April 2025 to the present that required an extension or was filed with "data limitations," including the specific date the utility expects to file “complete” or “un-estimated” data for each.

IR-6. Quantify the total “extra hours” worked by Customer Care and Billing staff specifically for breach-related manual billing and estimation tuning. Provide the dollar value of this incremental labor and confirm not covered by insurance, and whether any portion of this expense is included in the $84.5 M CIS replacement budget or the $6.8 M Cyber Security Controls budget.

Third-Party and Vendor Management

IR-7. Regarding the Invoices on Hold report, identify any specific vendors or projects related to Vegetation Management or Grid Reliability that have had payments withheld for more than 90 days due to Administrative Holds or Procurement Holds.

IR-8. For invoices listed as- currently in dispute with the supplier, please identify how many of these disputes relate to a supplier’s refusal to comply with new cybersecurity protocols or Cyber Security Controls implemented post-incident.

Customer Communications

IR-9. Provide the total volume of customer complaints received through the Customer Care Centre and TransUnion Contact Centre specifically categorized as Billing Inaccuracy or Estimation Dispute since the Restoration Roadmap was first published.

IR-10. Please provide copies of any Direct-to-Customer communications sent specifically to those using equipment dependent on real-time measurements (TOU/Net-Metering) explaining why their specific billing functionality remains Unavailable or Delayed.

/end