Nova Scotia POWER
An Emera Company

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August 13, 2026

Crystal Henwood
Clerk of the Board
Nova Scotia Energy Board
1601 Lower Water Street, 3rd Floor
Halifax, NS B3J 3S3

Re: M12273 – Nova Scotia Power's Cybersecurity Incident – Monthly Update 11

Dear Ms. Henwood:

On July 14, 2025, the Nova Scotia Energy Board (NSEB, Board) directed Nova Scotia Power (NS Power, the Company) to file monthly progress reports about its response to the cybersecurity incident that impacted NS Power (Incident) in the spring of 2025. The Company's first monthly report was filed on August 20, 2025.

Monthly update 10 was filed on July 10, 2026. This Monthly Update 11 is intended to be an update to all prior reports and therefore should be read and considered in conjunction with the prior reports.

NS Power is including an updated Restoration Roadmap Gantt Chart as **Attachment 1** to this Monthly Update 11.

The updated Ongoing Regulatory Matters table is included as **Attachment 2** to this Monthly Update 11.

The updated status of invoices on hold is included as **Attachment 3** to this Monthly Update 11.

The information provided in this report is complete at the time of filing to the best of NS Power's knowledge. As new information becomes available and/or additional progress is made in the Company's recovery efforts, it will be reflected in future monthly update reports.

Incident Impact and Response

Recovery activities continued to progress during the reporting period, with additional restoration and stabilization milestones achieved across financial, customer, and operational services. As restored capabilities have become integrated into day-to-day operations, organizational efforts have increasingly focused on sustaining services, strengthening operational processes, and addressing remaining recovery-related activities. Overall, the organization continues to operate in a stable manner, with ongoing work supporting resilience, efficiency, and the effective delivery of business services.

Financial Enterprise Resource Planning

NS Power has seen an increase in invoices on hold from the prior month related to the transition to Oracle Fusion for procure-to-pay processes. The invoices on hold totals are expected to decrease over the coming months as operational processes around the new technology are refined. Please refer to **Attachment 3**.

Customer Billing and Customer Systems

On March 31, 2026, NS Power announced that billing operations had returned to normal. However, late payment charges and formal collection activities had not yet resumed. On July 15, 2026, NS Power announced that late fees on outstanding balances will resume effective October 1, 2026. This fulfilled NS Power's commitment to provide customers with at least 60 days' advance notice and provides customers with additional time and payment options to address overdue balances.

NS Power continues to provide payment arrangement options for customers experiencing difficulty managing their electricity bills. Depending on individual circumstances, payment arrangements may be established for periods of up to 24 months, allowing customers to spread outstanding balances over a longer timeframe and reduce the impact of larger arrears amounts. In addition, customers may be eligible to enroll in the Equal Billing Plan, which helps stabilize monthly payments by averaging electricity costs over the year. This can assist customers with budgeting by reducing seasonal fluctuations in their monthly bills.

More information can be found here; [Understanding Your Bill| Nova Scotia Power]

Technology Enablement

Foundational technology capabilities remain fully restored and continue to operate as expected. Core infrastructure services, including compute, backup and recovery, and supporting technology platforms, provided reliable support for critical business operations throughout the reporting period.

Activities during the period were focused on routine operations, maintenance, monitoring, and oversight to sustain service reliability and performance. Governance and operational controls remain in place to support the continued stability and effectiveness of the technology environment and ensure alignment with business requirements.

Additional Capabilities

Progress continued across the remaining portfolio of restoration activities, with additional solutions moving into steady-state operations. During the reporting period, the Energy and Marketing restoration initiative was completed and transitioned into operational service, where it is now supporting day-to-day business activities.

Attention has shifted to normal operational support, user enablement, and ongoing management of this capability. Other initiatives continue to advance through testing, validation, and deployment activities, with delivery sequencing aligned to business priorities, data readiness, environmental dependencies, and coordination with external stakeholders.

Overall, remaining workstreams continue to progress in a structured manner toward operational readiness and completion.

Cybersecurity

Cybersecurity capabilities continue to operate effectively, supporting the organization's operational and recovery objectives. Key security controls, including identity and access management capabilities, are fully implemented and embedded within established operating processes, providing consistent access governance and security oversight across technology environments.

Current activities are focused on sustaining and maturing these capabilities through governance, control validation, operational readiness, and ongoing compliance support. Work continues in areas such as access provisioning, documentation maintenance, and stakeholder coordination to ensure processes remain effective and aligned with organizational requirements.

The cybersecurity environment remains stable, with continued emphasis on maintaining control effectiveness, supporting compliance obligations, and sustaining cybersecurity operations as part of normal business activities.

Recovery Timeline

The program continued to advance during the reporting period, with additional recovery objectives completed and further capabilities transitioning into operational service. Most business and technology restoration activities have now been delivered, and restored services continue to support organizational requirements as intended.

Service continuity remained stable throughout the reporting period, while efforts increasingly focused on completing remaining work, transitioning responsibilities into ongoing operations, and closing out recovery-related activities.

As the program moves toward completion, emphasis continues to shift from restoration efforts to long-term operational management and sustainment of the capabilities delivered through the recovery program. Overall, progress remains aligned with program objectives, with the remaining scope proceeding through established governance and delivery processes.

Recovery timelines are set out in **Attachment 1.**

Resolution of the Investigation of the Office of the Privacy Commissioner of Canada

As indicated in Monthly Update 8, the Office of the Privacy Commissioner of Canada (OPC) has announced that it would discontinue its investigation of the cyberattack on NS Power's systems pending NS Power's completion of the commitments from NS Power outlined in a Compliance Letter to the OPC. NS Power continues its work to satisfy the commitments to the OPC set out in the Compliance Letter, and it continues to keep the OPC informed and up to date on progress and efforts.

Yours truly,

Blake Williams
VP, Legal and Regulatory

Executive Summary

The following page outlines the key initiatives that are currently in flight to support our recovery and restoration efforts. Percentage completion has also been provided to inform our progress on our restoration journey.

PROGRAM STRUCTURE

The Restoration Program is structured into five (5) key portfolios of work – focusing on restoring business capabilities.

Portfolio	Scope Summary
Enterprise Resource Planning (ERP)	Recovery and restoration of core enterprise resource planning systems—PeopleSoft Payroll, PowerPlan, and Oracle Fusion—to support continuity of payroll, financial, and asset management operations.
Customer	Recovery and restoration of advanced metering systems, distribution operations platforms, and customer-facing platforms (such as contact centre and online account services) to support accurate billing, service delivery, and accessible customer support.
Additional Capabilities	Recovery and restoration of critical supporting capabilities, including energy trading systems, plant information, engineering document repositories, inventory management, and end-user computing.
Cybersecurity	Restoration of foundational cybersecurity controls and protections to ensure safe, secure and resilient operations.
Technology Enablement	Recovery and restoration of core technology infrastructure – including network, backup and disaster recovery, servers and other data centre equipment to support the reliable operation of business systems.

Restoration Roadmap

Project	Completion Date	%Complete (Dec 16)
ERP		
Payroll	31-Oct-25	100%
PowerPlan	31-Aug-26	98%
Oracle Fusion	31-Jul-26	100%
CUSTOMER		
MyAccount	27-Oct-26	94%
AMI HES	31-Mar-26	100%
ADMS Resiliency	30-Apr-26	100%
MV90	22-Sep-26	83%
Grid Model Mgmt. (ArcGIS/ArcFM)	30-Jun-26	100%
OpenView / ActiVu	30-Jun-26	100%
ADDITIONAL CAPABILITIES		
Aligne Fuels/PI	22-Jun-26	100%
Adept Restoration	5-Jun-26	100%
PC Replacement	14-Nov-25	100%
Self-Serve BI & Analytics	31-Aug-26	93%
Inventory Mgmt. – Maximo	28-Nov-25	100%
Phone Recording Platform	5-Nov-26	62%
Energy Marketing Tools	15-Jul-26	100%
Data Lake Reporting	30-Oct-26	56%
CYBERSECURITY		
OT Hardening	10-Nov-25	100%
IAM	31-July-26	100%
MDR	30-Apr-26	100%
Vuln. Mgmt.	20-Mar-26	100%
TECHNOLOGY ENABLEMENT		
Network	27-May-26	100%
Data Centre Computer Hardware	30-Apr-26	100%
Backup & Disaster Recovery (DR)	15-May-26	100%

- The dates shown in this Gantt chart represent the current planned schedule for the Restoration Program Office (RPO) initiatives. These timelines are subject to change based on evolving priorities, resource availability, and unforeseen dependencies.

Complete

Active

Restoration Roadmap

SUMMARY OF CHANGES

The following projects experienced adjustments to their completion timeline. An overview of the changes and associated rationale is outlined below:

Pillar	Project	Summary of Change	Rationale
Customer	MyAccount	Project end date adjusted from 31-Jul-2026 to 27-Oct-2026, resulting in an 13-week adjustment.	The completion date has been revised from the previously approved date of July 31, 2026 to October 27, 2026. The extension is required to complete the remaining like-for-functionality to restore customer portal self-serve functionality, customer and internal web-based forms, and Customer Service Agent functionality to access a consolidated view of customer service events. Iterative releases of functionality are planned to restore services as-soon-as possible with the final project completion of October 27. The development of the customer self-service and web-form functionality is being provided by third-party vendors. The vendors have experienced delays in the delivery of their services. Additional delays have also resulted from internal resource constraints.

Affected Regulatory Matters	Report 2 - October 1	Report 3 - November 3	Report 4 - December 1	Report 5 - February 4	Report 6 - March 4	Report 7 - March 31	Report 8 - May 11	Report 9 - June 10	Report 10 - July 10	Report 11 - Aug 1	Latest update August 11, 2026	Forecast Restoration of Normal Activities Updated August 11, 2026
Rates-Related Matters												
Time Varying Pricing	Introduced	Updated	Updated	Updated	Updated	NA	NA	Updated	Updated	Updated	<u>(1) 2026/27 TVP Season and Stakeholder Engagement</u>: A technical session to provide an overview of TVP EM&V and Evaluation Reports to the stakeholders was held on July 14, 2026. <u>(2) TVP EM&V and Evaluation Reports</u>: The Year Four and Year Five TVP EM&V Reports were filed on June 30, 2026, and July 31, 2026, respectively. While the EM&V data was fully restored for the Year Four Evaluation Report, only a portion of the EM&V data was recovered for the Year Five Evaluation Report. The recovered data is limited to the MURB TOU Tariff during the winter season, as the program was paused for all other TVP tariffs during the 2025/26 Season.	(1) All Systems required for the administration of TVP Tariffs are expected to be restored by the end of Q3 2026. (2) The Year Four and Year Five TVP EM&V Reports were filed on June 30, 2026, and July 31, 2026, respectively.
Time of Use - Real Time Pricing Tariffs	Introduced	NA	NA	NA	NA	NA	NA	NA	NA	NA	No new update	2026 RTP report will be completed in Q4 2026
Customer Billing												
Customer Billing	Introduced	NA	Updated - Pulled up under the Incident Impact and Response section	Updated	Updated	Updated	Updated	Updated	Updated	Updated	On March 31, 2026, NS Power announced that billing operations had returned to normal. However, late payment charges and formal collection activities had not yet resumed. On July 15, 2026, NS Power announced that late fees on outstanding balances will resume effective October 1, 2026. This fulfilled NS Power's commitment to provide customers with at least 60 days' advance notice and provides customers with additional time and payment options to address overdue balances.	Late Fees resume Q4

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Capital and Ace Plan												
CapitalBudgeting/Finance Data	Introduced	NA	Updated	Updated	NA	NA	NA	NA	NA	Updated	PowerPlan has been restored in Q2	PowerPlan restoration was completed in Q2 2026.
CIS Replacement Project	Introduced	NA	NA	Updated	Updated	NA	NA	NA	NA	NA	No new update	As noted in the January monthly update, the CIS project was included in the 2026 ACE Plan as a project for subsequent submittal, and an application for this project is expected to be submitted to the NSEB in 2026.
Fuel Adjustment Mechanism												
Dispatch Study Action Plan Quarterly Update	Introduced	NA	Updated	NA	NA	Updated	NA	NA	Updated	Updated	Project go live happened July 14 and is in the Hypercare Phase.	Project is live and in the Hypercare Phase. Transitioning to full operations on August 11.
Interconnection processes			NA	NA	NA	NA	NA	NA	NA	Updated	GIS and its integration with CYME software have been restored. Model development for distribution system impact and hosting capacity analysis is underway.	New models facilitating preliminary assessments and distribution system impact studies will be available to planning engineers by the end of August. Updates to the public map are on track for September 2026.
Hosting Capacity Map and Analysis	Introduced	NA										
Processing Interconnection Requests	Introduced	NA										

Affected Regulatory Matters	Report 2 - October 1	Report 3 - November 3	Report 4 - December 1	Report 5 - February 4	Report 6 - March 4	Report 7 - March 31	Report 8 - May 11	Report 9 - June 10	Report 10 - July 10	Report 11 - Aug 1	Latest update August 11, 2026	Forecast Restoration of Normal Activities Updated August 11, 2026
Demand Side Management												
E1's Residential Behaviour Program	Introduced	NA	NA	NA	NA	No new update	NA	NA	NA	NA	No new update	The Residential Behaviour program will require a minimum of 1 bill cycle following the reintroduction of data into MEI before it can produce results. Forecast restoration is by end of Q3 2026.
E1's Demand Response Programming	NA	Introduced	NA	NA	NA	NA	NA	NA	Updated	NA	No new update	Q3-Q4 2026
Miscellaneous												
Joint Use Agreement Proceeding	Introduced	NA	Updated	Updated	NA	Updated	NA	Updated	Updated	NA	No new update	Q1 2-26-Q2 2027
Customer Energy Management (CEM) Evaluation, Measurement, and Verification (EM&V)	Introduced	Updated	NA	Updated	Updated	Updated	Updated	NA	Updated	NA	No new update	Q3 2026

Invoices on Hold
Aug 4, 2026

	4-Aug-26		7-Jul-26		8-Jun-26		6-May-26		25-Mar-26		26-Feb-26		3-Feb-26		5-Nov-25		April 2025 (Precyber)	
0-35 Days	626	24%	16	1%	1009	38%	998	42%	2058	55%	848	29%	736	26%	1876	24%	1306	77%
36-60 Days	746	28%	124	8%	486	18%	467	20%	561	15%	655	22%	735	26%	1150	15%	170	10%
61-90 Days	546	21%	298	20%	474	18%	316	13%	390	10%	515	18%	416	14%	1067	14%	66	4%
90+ Days	744	28%	1043	71%	699	26%	582	25%	738	20%	915	31%	983	34%	3776	48%	148	9%
Total	**2662**		**1481**		**2668**		**2363**		**3747**		**2933**		**2870**		**7869**		**1690**	
Hold Reason 36-60 days																		
Administrative	37	5%	13	10%	13	4%	11	2%	31	6%	28	4%	52	7%	141	12%	26	15%
Procurement	244	33%	4	3%	67	12%	209	45%	148	26%	151	23%	171	23%	186	16%	63	37%
Receiving	465	62%	108	87%	406	84%	247	53%	382	68%	476	73%	512	70%	823	72%	81	48%
Total	**746**		**125**		**486**		**467**		**561**		**655**		**735**		**1150**		**170**	
Hold Reasons 61-90 days																		
Administrative	30	5%	13	4%	21	4%	15	5%	14	4%	32	6%	6	1%	156	15%	8	12%
Procurement	274	50%	77	26%	177	37%	141	45%	121	31%	184	36%	137	33%	213	20%	13	20%
Receiving	242	44%	208	70%	276	58%	160	51%	255	65%	299	58%	273	66%	698	65%	45	68%
Total	**546**		**298**		**474**		**316**		**390**		**515**		**416**		**1067**		**66**	
Hold Reasons 90+ days																		
Administrative	126	17%	100	10%	53	8%	55	9%	80	11%	86	9%	65	7%	829	22%	34	23%
Procurement	397	53%	485	47%	315	45%	219	38%	289	39%	283	31%	270	27%	732	19%	53	36%
Receiving	221	30%	458	44%	331	47%	308	53%	369	50%	546	60%	648	66%	2215	59%	61	41%
Total	**744**		**1043**		**699**		**582**		**738**		**915**		**983**		**3776**		**148**	

Type of Hold	Reasons for Hold
Administration	• Approval required for a credit on an invoice • Invoice is currently in dispute with the supplier • Withholding tax form needs to be approved for work done by a non-Canadian supplier (approval from Emera Tax Department required for work done in Canada) • Holdback of a portion of the project cost until completion (typically 10%) • Freight or shipping charges / surcharges on an invoice • Deposit charged on reels, pallets or drums to be returned after use
Procurement	• Price invoiced does not match the price on the purchase order • Approval not received for purchase order • Invalid or missing purchase order on the invoice • Inventory items which have been ordered and invoiced but not yet received
Receiving	• Invoice needs to be received in internal financial systems • Amount received is greater than what was ordered on the original purchase order