

NOVA SCOTIA ENERGY BOARD

UNDERTAKING LIST

MATTER NAME: Nova Scotia Power - Cybersecurity Accountability			MATTER #: M12600	
DATE:	UND#	DESCRIPTION	REQUESTED OF BY	DATE DUE
August 18, 2026	U-1	To provide information that demonstrates what the Equifax tool uses to confirm identity.	NSPI by Consumer Advocate	September 4, 2026
August 18, 2026	U-2	To provide the volume of data held in the information technology systems by NS Power at the time of the cyberattack. Of the 13 terabytes that were accessed, what percentage did that represent of your total IT network.	NSPI by NSEB	September 4, 2026
August 18, 2026	U-3	To indicate how many Social Insurance Numbers may have been resident in the Data Lake at the time of the cyberattack, provide that number if available, and how many were expunged in 2024.	NSPI by Consumer Advocate	September 4, 2026
August 18, 2026	U-4	To provide the verification process for confirming the identity of small business customers and the representative who is speaking on behalf of the small business when they contact NS Power.	NSPI by Small Business Advocate	September 4, 2026
August 18, 2026	U-5	To provide an updated phishing failure rate for the period of April 2025 to date.	NSPI by Small Business Advocate	September 4, 2026
August 18, 2026	U-6	To confirm that a response to CA IR-1(e) will be provided in Matter M12273.	NSPI by Small Business Advocate	September 4, 2026
August 18, 2026	U-7	To provide on the public record if possible, the actual costs associated with the cybersecurity incident in 2025, including cost categories, as well as an updated	NSPI by Industrial Group	September 4, 2026

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		forecast for 2026 and 2027 and beyond if possible.		
August 18, 2026	U-8	Provide a more granular breakdown of the cost categories and actual and forecast costs related to the cybersecurity incident, as outlined in CA IR-6, Attachment 1, to the extent possible, for 2025 and 2026 onward. If certain details cannot be provided, please explain the reasons.	NSPI by Industrial Group	September 4, 2026
August 18, 2026	U-9	To confirm if cybersecurity-related carrying costs on accounts receivable are tracked separately, and if they are, what that amount is for 2025 and onward until the receivables are forecast to get back to normal.	NSPI by Industrial Group	September 4, 2026
August 18, 2026	U-10	To search for, and produce if found, directions provided to customer service representatives in 2018 regarding the deletion of Social Insurance Numbers.	NSPI by Board Counsel	September 4, 2026
August 18, 2026	U-11	To provide the documentation for the 2024 SIN elimination program; and to advise how many SIN numbers were purged from NS Power's system as part of the 2024 SIN elimination program.	NSPI by Board Counsel	September 4, 2026
August 19, 2026	U-12	To provide the script given to NS Power staff to answer questions about the cyber incident.	NSPI by NSEB	September 4, 2026

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August 19, 2026	U-13	To provide the volume of data in the July 2021 cut in the Azure staging area in terms of actual size of the total IT network.	NSPI by NSEB	September 4, 2026
August 19, 2026	U-14	Re: Exhibit N-17(i), Attachment 2, Retention Disposition Schedule, to advise what the difference is between "Internal Audit Document" and "Internal Audit Document Set".	NSPI by NSEB	September 4, 2026
August 19, 2026	U-15	To provide the volume of data contained in the NAS device at the time of the cyberattack.	NSPI by NSEB	September 4, 2026
August 19, 2026	U-16	To advise whether NS Power pays any fees, including on a monthly basis, based on the amount of data in the Data Lake.	NSPI by NSEB	September 4, 2026
August 19, 2026	U-17	To provide the billing inserts to communicate information about the cyber-incident's impact on billing, the need for estimated bills, and the options and supports available, with the dates they were provided to customers.	NSPI by NSEB	September 4, 2026