

September 17, 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 12

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 11 was filed on August 13, 2026. This Monthly Update 12 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 12.

The updated Ongoing Regulatory Matters table is included as **Attachment 2** to this Monthly Update 12.

The updated status of invoices on hold is included as **Attachment 3** to this Monthly Update 12.

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 advance during the reporting period, with increasing emphasis on sustaining operations, strengthening governance and processes, and completing the remaining recovery scope. Operations remain stable, supported by ongoing initiatives to enhance organizational resilience, efficiency, and service delivery.

Financial Enterprise Resource Planning

NS Power has continued to see an increase in invoices on hold from prior months 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 and delivered to employees. Please refer to **Attachment 3**.

Customer Billing and Customer Systems

NS Power finished the reconnection of AMI meters on March 31. Since that time, the target of having estimated bills under 2% has been achieved every month, restoring a normal billing experience for customers.

As interest on overdue amounts will resume on October 1, NS Power has continued to remind customers about this change and ensure that supportive options to manage arrears balances are provided.

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. NS Power will continue to offer these options and provide customers with support to manage their electricity bills after interest on overdue amounts resumes in October.

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

NS Power also recently announced the launch of its new Community Energy Fund, a \$500,000 initiative aimed at helping customers with their power bills. Through partnerships with local organizations, the fund will match financial support they provide to eligible customers (as determined by the organization) by up to \$300, helping more households access support.

Technology Enablement

Foundational technology services continue to operate reliably and support business needs. Activities remain focused on routine operations, maintenance, monitoring, and governance to sustain service performance, operational effectiveness, and alignment with business requirements.

Additional Capabilities

Delivered capabilities have transitioned to operational support and user enablement activities. Remaining initiatives continue to progress through testing, validation, and deployment. Certain delivery timelines have been adjusted to align with business priorities, data readiness, environmental dependencies, and external stakeholder coordination. Overall, the remaining scope continues to progress toward operational readiness and completion.

Cybersecurity

Cybersecurity capabilities continue to operate effectively and are fully embedded within day-to-day operations. Ongoing efforts focus on governance, compliance, control validation, and continuous improvement to maintain a strong security posture. The cybersecurity environment remains stable and continues to support business and operational objectives.

Recovery Timeline

The program continues to make progress toward completion, with restored services operating steadily and meeting business requirements. Remaining efforts are focused on completing outstanding recovery activities, transitioning capabilities into ongoing operations, and advancing program closeout. Through established governance and delivery processes, the remaining scope continues to move toward completion while maintaining stable service delivery.

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.

September 17, 2026
C. Henwood

Yours truly,

A handwritten signature in blue ink, appearing to read 'Blake Williams', with a stylized, cursive script.

Blake Williams
VP, Legal and Regulatory

Executive Summary

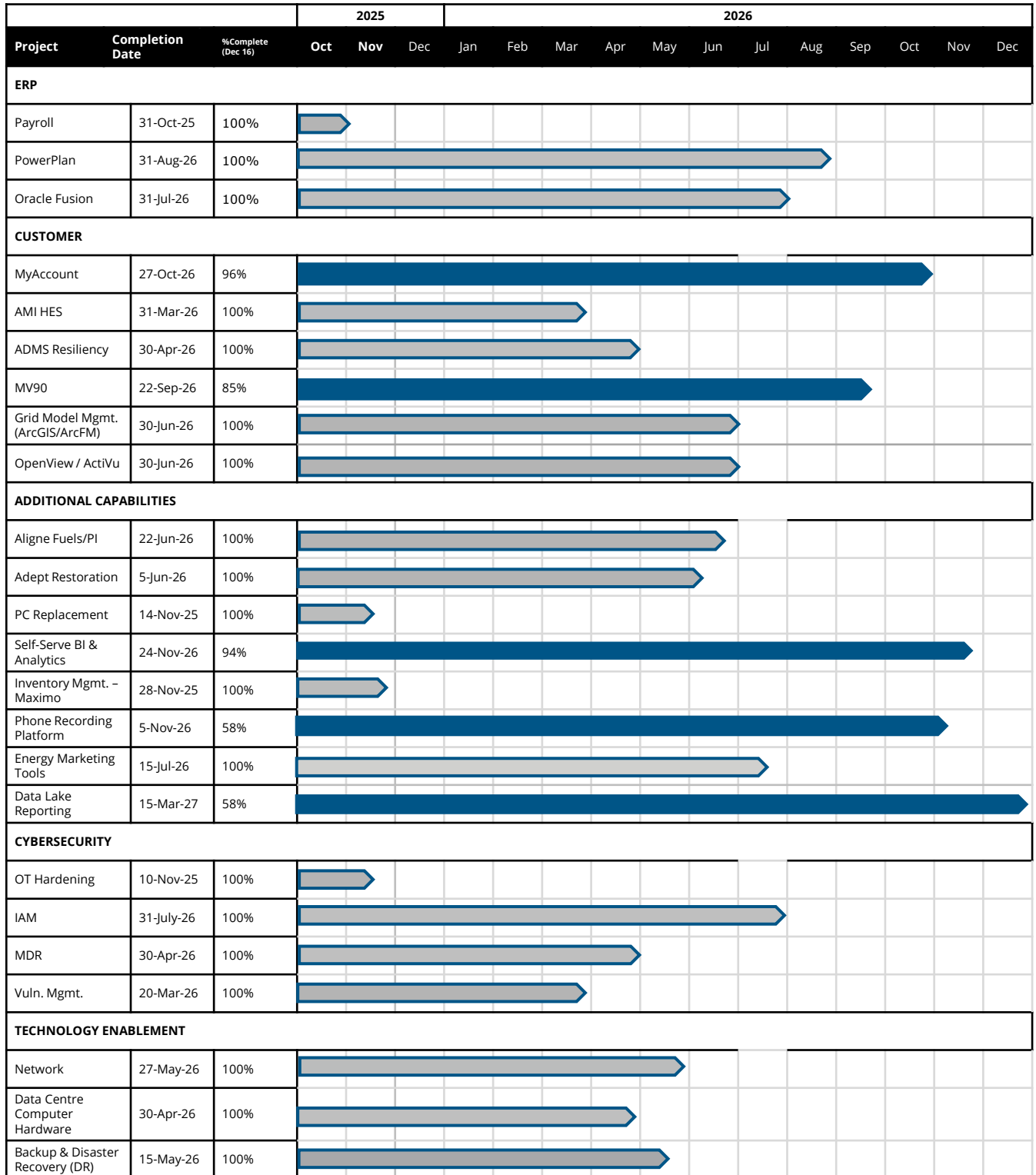
The following page outlines the key initiatives that are currently in flight to support our recovery and restoration efforts. Percentage completion has also been provided to inform our progress on our restoration journey.

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



❖ 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.



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
Additional Capabilities	Self-Serve BI & Analytics	Project end date adjusted from 31-Aug-2026 to 24-Nov-2026, resulting in a 12-week adjustment.	Extension required to complete the remaining like-for-like functionality for Tableau. The RFP process for Cloud Migration vendor selection ran significantly longer than the project had anticipated. The vendor is now engaged and delivery is progressing against its new timeline.
Additional Capabilities	Data Lake Reporting	Project end date adjusted from 30-Oct-2026 to 15-Mar-2027, resulting in a 19.5-week adjustment.	Extension required as delivery of the Cority scope is dependent on standing up the enterprise Data Lake environment. Delivery activities can only begin in mid-September, once the Data Lake foundation and Bidgely readiness are achieved. The estimated 4-5 month delivery timeline covers foundation and environment setup with data architecture design, data ingestion and build, integration and testing, and go-live with hypercare, placing go-live in early March 2027 and hypercare completion at end of March 2027.

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	Report 12 - Sept 11	Latest Update September 11, 2026	Forecast Restoration of Normal Activities Updated September 11, 2026
<i>Rates-Related Matters</i>													
<i>Time Varying Pricing</i>	Introduced	Updated	Updated	Updated	Updated	NA	NA	Updated	Updated	Updated	Updated	Consistent with the Company's letter dated September 11, 2026 (M12499/M13088), effective November 1, 2026, NS Power will resume operation of the TVP program in accordance with the provisions of the TVP tariffs. The MyEnergy Insights (MEI) platform, will not be available for the November 1 resumption of TVP. The underlying AMI systems will, however, continue to collect and record participants' interval usage data from the commencement of the season.	Systems required for the administration of TVP Tariffs are expected to be restored for the November 1, 2026 resumption date. MEI is expected to be available by the end of Q4 2026.
<i>Time of Use - Real Time Pricing Tariffs</i>	Introduced	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	No new update	2026 RTP report will be completed in Q4 2026
<i>Customer Billing</i>													
<i>Customer Billing</i>	Introduced	NA	Updated - Pulled up under the Incident Impact and Response section	Updated	Updated	Updated	Updated	Updated	Updated	Updated	Updated	Interest on overdue accounts (late fees) resumes on October 1, 2026.	Late Fees resume Q4

[illegible]

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	Report 12 - Sept 11	Latest Update September 11, 2026	Forecast Restoration of Normal Activities Updated September 11, 2026
<i>Demand Side Management</i>													
<i>EI's Residential Behaviour Program</i>	Introduced	NA	NA	NA	NA	No new update	NA	NA	NA	NA	Updated	In relation to the Company's Monthly Update 11, which forecast restoration at the end of the Q3 2026, E1's Q2 2026 DSM Report provided "E1 has decided not to resume the program component in 2026." As such, no future updates with respect to E1's Residential Behaviour program will be provided in future Monthly Reports.	The Residential Behaviour program will require a minimum of 1 bill cycle following the reintroduction of data into MEI before it can produce results. This will happen when MEI becomes available.
<i>EI's Demand Response Programming</i>	NA	Introduced	NA	NA	NA	NA	NA	NA	Updated	NA	NA	No new update.	Q3-Q4 2026
<i>Miscellaneous</i>													
<i>Joint Use Agreement Proceeding</i>	Introduced	NA	Updated	Updated	NA	Updated	NA	Updated	Updated	NA	NA	No new update	Q1 2027 - Q2 2027
<i>Customer Energy Management (CEM) Evaluation, Measurement, and Verification (EM&V)</i>	Introduced	Updated	NA	Updated	Updated	Updated	Updated	NA	Updated	NA	Updated	The MyEnergy Insights (MEI) platform will not be available for the November 1 resumption of TVP. NS Power remains committed to restoring customer access to the MEI platform as soon as reasonably practicable, and efforts to configure and relaunch the platform continue to progress. Based on current restoration forecasts, MEI is expected to become available before the end of 2026.	MEI is expected to be available by the end of Q4 2026.

Invoices on Hold
September 11, 2026

	9-Sep-26			6-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	1819	41%		0-35 Days	667	25%		16	1%		1009	38%		998	42%		2058	55%		848	29%		736	26%		1876	24%		1306	77%
36-60 Days	942	21%		36-60 Days	720	27%		124	8%		486	18%		467	20%		561	15%		655	22%		735	26%		1150	15%		170	10%
61-90 Days	801	18%		61-90 Days	562	21%		298	20%		474	18%		316	13%		390	10%		515	18%		416	14%		1067	14%		66	4%
90+ Days	916	20%		90+ Days	724	27%		1043	71%		699	26%		582	25%		738	20%		915	31%		983	34%		3776	48%		148	9%
Total	4478			Total	2673			1481			2668			2363			3747			2933			2870			7869			1690	

Hold Reason 36-60 days																														
Administrative	35	4%		Administrative	31	4%		13	10%		13	4%		11	2%		31	6%		28	4%		52	7%		141	12%		26	15%
Procurement	263	28%		Procurement	278	39%		4	3%		67	12%		209	45%		148	26%		151	23%		171	23%		186	16%		63	37%
Receiving	644	68%		Receiving	411	57%		108	87%		406	84%		247	53%		382	68%		476	73%		512	70%		823	72%		81	48%
Total	942			Total	720			125			486			467			561			655			735			1150			170	

Hold Reasons 61-90 days																														
Administrative	19	8%		Administrative	41	8%		13	4%		21	4%		15	5%		14	4%		32	6%		6	1%		156	15%		8	12%
Procurement	276	34%		Procurement	295	52%		77	26%		177	37%		141	45%		121	31%		184	36%		137	33%		213	20%		13	20%
Receiving	506	63%		Receiving	226	40%		208	70%		276	58%		160	51%		255	65%		299	58%		273	66%		698	65%		45	68%
Total	801			Total	562			298			474			316			390			515			416			1067			66	

Hold Reasons 90+ days																														
Administrative	29	3%		Administrative	123	17%		100	10%		53	8%		55	9%		80	11%		86	9%		65	7%		829	22%		34	23%
Procurement	407	44%		Procurement	403	56%		485	47%		315	45%		219	38%		289	39%		283	31%		270	27%		732	19%		53	36%
Receiving	480	52%		Receiving	198	27%		458	44%		331	47%		308	53%		369	50%		546	60%		648	66%		2215	59%		61	41%
Total	916			Total	724			1043			699			582			738			915			983			3776			148	

Invoices on Hold
September 11, 2026

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