

Exhibit F — NS Power Email Address Change Correspondence

Description

This document records the email communications between **David Nickerson** and Nova Scotia Power Incorporated (NS Power) regarding his attempts to change the email address associated with his NS Power account following NS Power's 2025 data breach.

Following the breach, the email address associated with **David's** NS Power account began receiving a significant increase in unsolicited email. His computer was subsequently compromised. While a direct causal link to the breach cannot be stated with certainty, the timing was coincidental. **David** made multiple attempts over an extended period in 2025 to change his account email address, without success. The exchange below documents his most recent attempt in March 2026.

This correspondence is separate from and predates the billing dispute correspondence documented in Exhibit D.

Email Chain — March 2026

Email 1 — Sent by **David Nickerson to NS Power via MyAccount Contact Form**

Date: March 28, 2026

Hello.

I would like to change the email address on my account. However, as of this date, there has been no progress in this area by NS Power and I am unable to change my email address in my account. This email address was one of the emails that was affected during the breach. Can you tell me at what point in time customers will be able to change their email address on their account? It makes no sense for customers to continue using a compromised email address and yet Nova Scotia Power will not provide any method to allow them to change it. I don't understand what the problem is. It should be a simple procedure. Would you be able to address this question and let me know how I can change my email address using my online account.

Thank you, I appreciate the help.

Email 2 — Received from Rose Ann, NS Power Customer Care

Date: March 28, 2026

Thank you for your inquiry. We would be happy to update the email address on your MyAccount profile. Could you please provide your account information (account

number, address and current email address that was associated with the account and the new email address you wish to update it with).

We look forward to hearing from you.

Thank you and take care,
Rose Ann

Email 3 — Sent by David to NS Power

Date: March 28, 2026 — 10:30 PM

Hello Rose Ann,

Thank you for your reply and for offering to update the email address on my MyAccount profile.

Because of recent security issues, including a compromise of my computer, I am not comfortable sending my account number and other identifying details in plain email. My phone is not an option for me at this time.

However, I am able to securely sign in to MyAccount at <https://myaccount.nspower.ca/> using a clean device and a password manager. For security reasons, I would prefer to complete the email address change using a secure method while I am signed in.

Could you please let me know if there is a way to:

- Submit my account number, service address, current email, and new email through a secure form or message within MyAccount, or
- Use another secure online method that you can provide?

I appreciate your assistance and your understanding of my security concerns, and I'm happy to follow whatever secure process you can offer so that my account information can be updated.

Sincerely,
David

Email 4 — Received from Lisa, NS Power Customer Care

Date: March 29, 2026 — 8:31 AM

Dear David,

THIS IS A DO NOT REPLY EMAIL

Thank you for your patience as we work to restore systems impacted by the recent cyber incident. More information can be found on our website at Home | Nova Scotia Power.

At this time, we are not actively managing email inquiries.

We apologize, we do not have any other way for you to provide your information to us through MyAccount or other method. We have email option or call our Customer Care option. Please call Customer Care at 1-800-428-6230 Monday to Friday from 8am to 6pm to update your information.

Have a safe day.

Lisa | Nova Scotia Power
T: 800-428-6230 | F: 888-428-6108
<http://www.nspower.ca/>
Follow us on X

Email 5 — Sent by David to NS Power

Date: March 29, 2026 — 2:30 PM

Hello Lisa,

I'm afraid I'm very confused.

On the one hand, I sent in an email via my Nova Scotia Power online account using their contact form and I got a response from Rose Ann, so the email system is working. On the other hand, I sent in a second email to respond to Rose Ann, and I got a response from you, Lisa, saying "THIS IS A DO NOT REPLY EMAIL. You are not actively monitoring emails." Then, one sentence later, you say "We have email option..." This makes absolutely no sense whatsoever. Can you explain how I'm supposed to use the email option if I'm not allowed to reply to the emails? Plus you're not going to reply to the emails any further?

This is ridiculous. Please escalate this up to your superior.

I'm trying to protect my account information in a secure manner, and yet Nova Scotia Power is asking me to send sensitive information via plain email. And NS Power insists I

use the SAME compromised email account that was affected in the Nova Scotia Power breach.

The only solution I have is to sign back into my account. I'll use the "Contact Us" form on my account and send the information that way. Using the telephone is not an option. Hearing impaired people don't have that choice. This is why I'm trying to do this by email.

Can you please let me know if signing back into my account and using the online contact form to send in the information will work?

Looking forward to a reply. Thank you for your assistance.

David

No Further Reply Received

Neither Rose Ann nor Lisa responded to Email 5. No further communication was received from NS Power regarding this matter.

Resolution Note

The email address was successfully changed on March 31, 2026, by NS Power customer care Carol Ann (smartmeterinfo@nspower.ca), who assisted with an unrelated smart meter matter. David confirmed the change was working in an email to Carol Ann at 8:52 PM on March 31, 2026, noting: 'I've been trying for a year to get this fixed and I finally found somebody who could fix it for me.' Carol Ann confirmed the resolution on April 1, 2026 at 10:27 AM. Neither Rose Ann nor Lisa, the agents who had stated the change was not possible, followed up at any time.

Twitter/X Direct Message Correspondence

David also contacted NS Power through Twitter/X direct messages on multiple occasions regarding the email address change. In October 2025, NS Power directed him via Twitter DM to submit personal account details — including name, account number, and email address — through that channel. In November 2025, NS Power again requested he submit personal account information via Twitter DM in connection with a meter reading matter. David declined in writing on November 25, 2025, stating he was not comfortable

sending personal information through Twitter DM. The August 28, 2025, October 3, 2025, and November 24–25, 2025 Twitter DM exchanges are reproduced below.

Twitter/X Direct Message Exchange — August 28, 2025

Once you requested the forgot password email, once you open it, click the word -here- and you will be prompted to create a new password.

4:50 PM

Thank you. Some questions:

How long should it take to receive the email after I click "Forgot Password?" I'd like to have an idea of what a reasonable time period would be to expect it to show up. I'm concerned about phishing under the circumstances.

Once I receive the email, how can I verify that is in fact from NS Power?

5:06 PM

You are welcome. You should receive the email for the forgot password within 15 minutes. As you are requesting through our site for MyAccount, you can be assured it is from us.

5:11 PM

OK, I'll try that later on then. One other thing and then I'll get out of your hair, lol.

Does the NS Power site allow 2 factor authentication? I have a hardware key, a YubiKey, and I'm wondering if I can use that for my sign in on my account. If it does I can probably figure out how to do it. I was just wondering if the option is available.

5:20 PM

No worries. We do have the option to setup security questions to go with your password. We do not have the option to using a hardware key. We do have browser security. The system will remember up to three different browsers that you have last used to login to the MyAccount portal. When an unrecognized browser is used to login to MyAccount, an alert will appear in the login window prompting for their security answer and an email notification will be sent to you. This will be a notification to check if it was you accessing your account from a different browser. If you recognize the login, disregard the email. If not recognized, change your password now to keep your account secure. We hope this helps.

5:29 PM

Great, that helps a lot. Thanks again. I appreciate the help and the time. I'll leave you alone now, lol. Have a good evening.

5:33 PM

You are very welcome. You as well, have a good evening, thanks. Take care!

5:34 PM

Twitter/X Direct Message Exchange — October 3, 2025

David: Where or how can I securely submit a request (Name, account #, etc) to create a new profile?

NS Power: Hi there, please submit the information here or contact our Customer Care Team at - weekdays 8am - 6pm.

David: Do you have the email address for the Customer Contact Team?

NS Power: The email address is home@nspower.ca but it is not being actively monitored and there would be a delay in processing any requests sent. You can provide the information to us by Direct Message or by calling the customer care center. Thanks.

David: When you say it is not actively managed, what does that mean? I assume the email is active but it would just take a number of business days before it gets answered. Is that correct? I'm OK with a delay of a week or two.

NS Power: Yes, the email is active but there could be a delay in response of up to a week or so.

David: That works for me. That's all the questions I have. Thanks for your help. I appreciate it.

NS Power: You're welcome, take care.

Twitter/X Direct Message Exchange — November 24–25, 2025

David (Nov 24): Hello, I just went to submit my meter reading on the Nova Scotia Power website. On the old form I used to be able to enter the meter reading numbers onto the form. Now that form is no longer there and it seems to be replaced by the ability to only upload a photo of the meter. Is the older form still available where I can enter the meter read numbers into it? Or is the only option available now to upload a photo?

NS Power (Nov 24): Hi there. Unfortunately, the old form no longer works. We are working on a resolution to this issue. If you want to provide your account information, name on the account, account number, phone number on file and email address, we can

input the information for you. To do so, please provide the meter number and the reading from the D1 screen (if a smart meter). Thanks.

David (Nov 25): Do you have a timeline on when this might be fixed? When the form is fixed, will it have the ability to enter my meter reading numbers instead of providing a photo?

NS Power (Nov 25): We are hoping to have it back up early in the new year, we will be posting any updates on our website but feel free to reach out and check in with us as well. Once restored, the form should accept the information as it previously did. If you have any further questions, please reach out to us anytime. Thank you and take care.

David (Nov 25): OK thank you. Rather than submit my meter reading photo, I'll wait until the old form has been fixed and back up online before I send my meter reading in again. I take my own meter reading and I still have pictures of my meter readings in my records going back to before the breach. I'm not comfortable sending in the information that you requested using the DM on X. I am confident that I have a credit on my account at this moment, so I'm not worried about getting behind. I'll wait until the system is fixed before I send in any readings. Thank you for your help, I appreciate it.

This document forms part of the supporting materials filed with the complaint to the Office of the Privacy Commissioner of Canada and the Nova Scotia Energy Board Rule 12 confidentiality request.