

November 7, 2025

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Judith Ferguson
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Dear Ms. Ferguson:

**M12273 – Board Inquiry into NS Power Inc.’s Cybersecurity Incident – Monthly Update
#3**

This letter relates to NS Power’s third monthly update, filed on November 3, 2025. The Board panel considering this matter is Stephen T. McGrath, K.C., Chair; Roland A. Deveau, K.C., Vice Chair; and Richard J. Melanson, LL.B., Member.

The items addressed in Monthly Update #3 included:

- The first of three phases of financial technology system functionality has been established. NS Power anticipates all pending invoices will be paid by the end of the year.
- NS Power continues to directly notify active customers whose data has been identified as impacted, offering them an additional opportunity to enroll in credit monitoring if they have not already done so. Five-year credit monitoring has been available to both current and former customers.
- Matters before the Board continue to be affected, including those related to rates.
- Pre-requisite systems to evaluate and determine costs for the Extra Large Industrial Active Demand Control Tariff and the One-Part RTP Tariff will be available in November 2025.
- The Fuel Adjustment Mechanism audit has been impacted; the extent of the impact will be provided in December 2025.
- AMI data will not be available for evaluation, measurement, and verification of demand response programming for the upcoming winter season.
- AMI data up to March 31, 2025, will be available for analysis; however, the My Energy Insights platform remains unavailable, and associated data, analysis, and customer alerts are also inaccessible.
- Full restoration of major capabilities is still expected to progress through 2026.

- The Privacy Commissioner of Canada's investigation into the incident remains ongoing.

Monthly Update # 3 also stated that NS Power remains on schedule to provide the Incident Report to the Board on or before December 31, 2025.

There is still uncertainty about what tasks and actions are currently being undertaken, and what progress has been made to ensure that full recovery is achievable by 2026, as outlined in this update. The Board also notes that there is no continuity of progress regarding the issues raised in the previous report. For example, in Monthly Update #2, the report indicated that manual meter reading was in effect; however, this update does not provide any progress updates or comments on how long it will take to return to automated reading.

The report also noted that the cybersecurity incident has affected many vendors and suppliers, particularly in terms of receiving timely payments for their invoices. It noted that all outstanding invoices should be paid by the end of 2025. The Board is concerned about the financial well-being of NS Power's vendors and suppliers.

The Board directs the utility to take the following actions:

1. Settle any outstanding dues of vendors or suppliers as soon as possible, and in the January monthly report, indicate what percentage of invoices remain pending, along with an aged-analysis of the payables and the reasons for the accounts outstanding beyond 30 days. The Board will also refer this matter to MNP to further investigate causes of the NS Power's financial technology data compromise and assess its data handling practices.
2. In the incident report to be filed by the end of this year, please provide a Gantt chart that includes a list of all the summary tasks/rolled-up tasks currently undertaken to achieve full recovery. The chart should specify the expected completion time, start date, finish date, and percentage completion. If no progress is made from one month to the next, this should also be clearly indicated along with the reasons.
3. A separate chart is to be provided in the Incident Report which includes the list of Board matters or potential proceedings which are impacted and a forecast date for the restoration of normal activities in each matter.

Yours very truly,



Crystal Henwood
Clerk of the Board

c. William L. Mahody, K.C., Board Counsel
MNP Digital, Board Counsel Consultant
Parties M12273

