

July 10, 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 10

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 9 was filed on June 12, 2026. This Monthly Update 10 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 10.

The updated Ongoing Regulatory Matters table is included as **Attachment 2** to this Monthly Update 10.

The updated status of invoices on hold is included as **Attachment 3** to this Monthly Update 10.

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 deliver positive outcomes during the reporting period, with key restoration milestones achieved across financial, customer, and operational services. As restored capabilities become embedded within normal operations, the focus has increasingly shifted toward optimization and sustainability. The organization is operating from a strong and reliable foundation, with continued efforts enhancing readiness, efficiency, and overall business capability.

Financial Enterprise Resource Planning

Financial capability restoration continues to progress well with key deployments and integrations completed as planned through structured testing and release management. Remaining releases are on track to deliver a stable and sustainable solution. NS Power continues to make significant progress on the invoices on hold as the number of invoices on hold has returned to pre-cybersecurity incident levels. Please refer to **Attachment 3**.

Customer Billing and Customer Systems

Since the restoration of meter connections to the billing system in March 2026, NS Power continues to obtain true meter reads. NS Power has met the Performance Standards target for Customer Bills Estimated in April, May and June of 2026. Customer-facing platforms such as My Account continue to progress to restoration of additional capabilities for customers. Please refer to Gantt Chart in Attachment 1 for recovery timelines.

In select areas, extended timelines reflect dependencies on environment readiness, data availability, and completion of testing activities. Interim processes remain in place where required to maintain continuity of service while validation activities are completed.

Technology Enablement

Foundational technology capabilities have now been fully restored and transitioned into operational service, providing the stable and reliable platform required to support broader business operations. Core infrastructure services—including compute, backup and recovery, and supporting technology platforms—are established, operating effectively, and continue to underpin critical organizational functions.

With restoration activities complete in this area, focus has transitioned to normal operational management, ongoing service reliability, and continuous improvement. Strong governance and oversight remain in place to ensure the environment continues

to deliver sustainable, dependable, and high-performing services that meet the organization's long-term needs.

Additional Capabilities

Restoration activities across additional business capabilities continued to advance during the reporting period, with several solutions successfully transitioning from implementation into operational use. Notably, the Aligned Fuels / Pi and Adept restoration initiatives were completed during the reporting period, representing important milestones in the broader recovery program and further strengthening business operations.

Other capabilities continue to progress through testing, validation, and deployment activities, with delivery sequencing aligned to factors such as data readiness, environment configuration, and external partner dependencies. These considerations are being actively managed through coordinated planning and issue resolution efforts to support the successful completion of remaining restoration objectives.

Overall, the portfolio continues to move forward in a structured and controlled manner, with completed initiatives providing a stronger operational foundation while remaining workstreams advance toward readiness and deployment.

Cybersecurity

Cybersecurity capabilities are established and operating effectively across the environment, providing a strong foundation for the organization's ongoing operations and recovery objectives. Key security controls, including identity and access management capabilities, have been successfully implemented and strengthened, supporting consistent access governance, improved visibility, and reliable protection across technology environments.

Current cybersecurity activities are focused on the ongoing evolution and sustainment of capabilities through structured governance, control validation, and readiness activities. Work continues across areas such as access provisioning, documentation, and stakeholder coordination to support long-term operational effectiveness and alignment with organizational requirements.

Overall, the cybersecurity environment remains secure, stable, and well-managed. Continued efforts are focused on maintaining control effectiveness, supporting evidence and compliance requirements, and advancing mature governance practices that promote the long-term sustainability of cybersecurity operations.

Recovery Timeline

The program has now delivered the majority of its recovery objectives, with key business and technology capabilities fully operational and supporting organizational needs. Service continuity remained stable throughout the reporting period, reflecting the resilience of the restored environment and the substantial progress achieved to date. As the program progresses toward completion, focus is increasingly shifting toward operational stewardship and long-term sustainability.

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

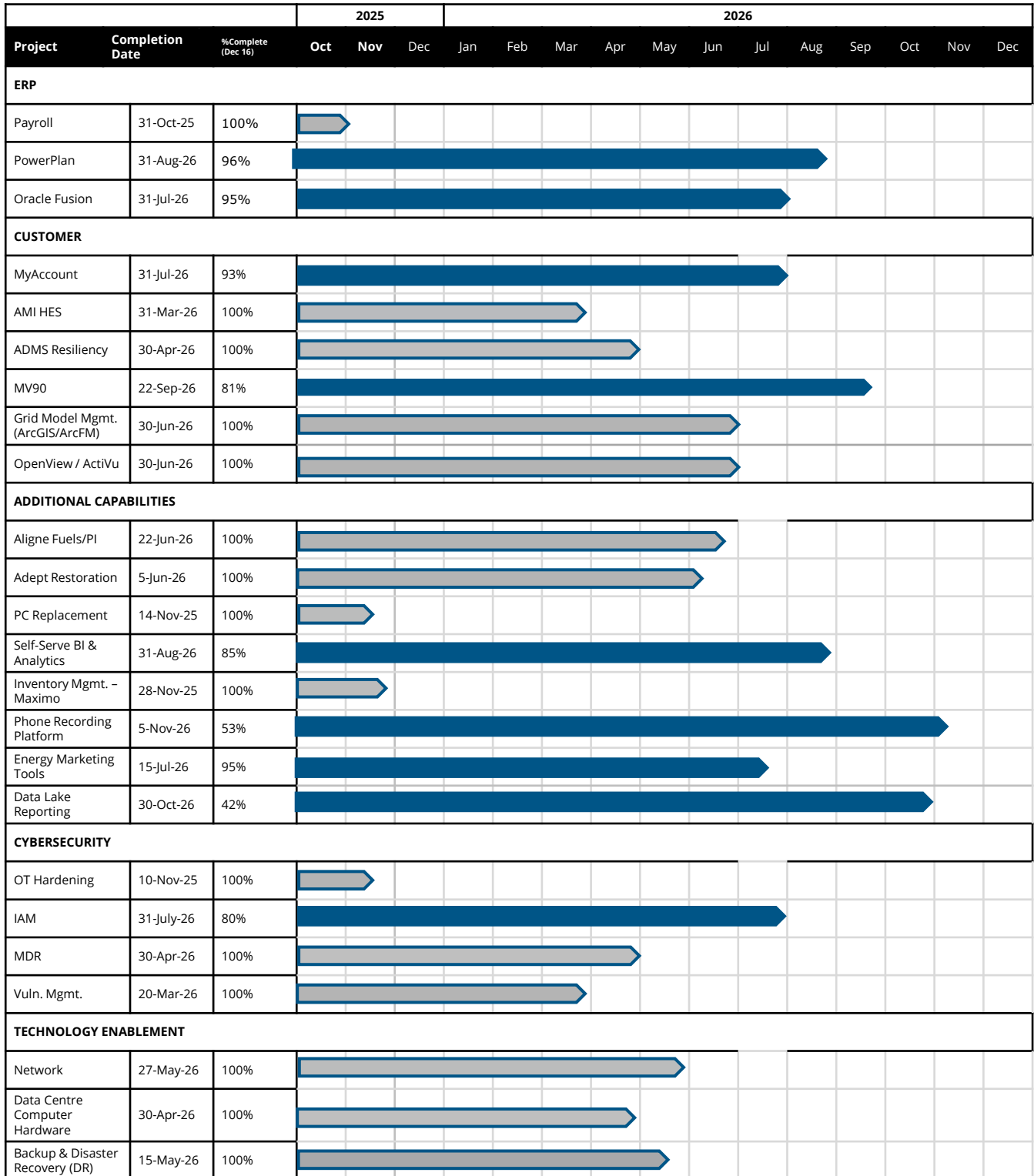
The following page outlines the key initiatives that are currently in flight to support our recovery and restoration efforts. Percentage completion has also been provided to inform our progress on our restoration journey.

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



❖ 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
Customer	MV90	Project end date adjusted from 31-Jul-2026 to 22-Sep-2026, resulting in an 8-week adjustment.	The completion date has been revised from the previously approved date to 22-Sep-2026. The extension is required to complete the documented solution design, which experienced delays resulting from resource constraints and the replacement of temporary components.

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	Latest update July 10, 2026	Forecast Restoration of Normal Activities Updated July 10, 2026
Rates-Related Matters											
<i>Time Varying Pricing</i>	Introduced	Updated	Updated	Updated	Updated	NA	NA	Updated	Updated	(1) 2026/27 TVP Season and Stakeholder Engagement: As previously reported, the Company expects all systems required for the administration of TVP Tariffs to be restored in time for the 2026/27 TVP Season (beginning November 1, 2026) and, in accordance with the TVP Tariffs approved in 2026-2027 GRA (M12451) and the NSEB's directive in M12499 (2025/26 TVP Modifications), NS Power will notify the NSEB, stakeholders, and participants at least 30 days before the start of the 2026/27 TVP Season. A kick-off session to provide an overview of the current program status, updates on TVP system functionality, and the plan for initiating stakeholder engagement leading into the 2026/27 TVP Season was held on June 16, 2026. (2) TVP EM&V and Evaluation Reports: The Year Four Evaluation Report was filed on June 30, 2026. A Technical Session to review the Year Four Evaluation Report is scheduled for July 14, 2026. Note that the systems required to administer the TVP Tariffs differ from those required for evaluation, measurement, and verification (EM&V). EM&V data and systems have been restored for the Year Four Evaluation Report, but were only partially recovered for the Year Five Evaluation Report (which will include MURB TOU Tariff winter season EM&V only, as the program was paused for other TVP Tariffs during the 2025/26 Season) will be filed by July 31, 2026.	(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 (2024/25) Evaluation Report was filed on June 30, 2026; the Year Five (2025/26) Evaluation Report will be filed by July 31, 2026.
<i>Time of Use - Real Time Pricing Tariffs</i>	Introduced	NA	NA	NA	NA	NA	NA	NA	NA	No new update	2026 RTP report will be completed in Q4 2026
<i>Extra Large Industrial Active Demand Control Tariff & One-Part RTP Tariffs</i>	Introduced	Updated	Updated	Updated	Updated	Updated	NA	NA	NA	No new update	PortOps modelling for the 2025 period is complete.
<i>Renewable to Retail Information</i>	Introduced	NA	NA	NA	NA	Updated	NA	NA	NA	No new update	The model used to prepare the Cost of Service Breakdown was available in January 2026. The Company filed the Report on March 2, 2026.
Customer Billing											
<i>Customer Billing</i>	Introduced	NA	Updated - Pulled up under the Incident Impact and Response section	Updated	Updated	Updated	Updated	Updated	Updated	Since the restoration of meter connections to the billing system in March 2026, NS Power continues to obtain true meter reads. NS Power has met the Performance Standards target for Customer Bills Estimated in April, May and June of 2026.	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	Latest update July 10, 2026	Forecast Restoration of Normal Activities Updated July 10, 2026
<i>Capital and Ace Plan</i>											
<i>Capital/Budgeting/Finance Data</i>	Introduced	NA	Updated	Updated	NA	NA	NA	NA	NA	No new update	NA
<i>CIS Replacement Project</i>	Introduced	NA	NA	Updated	Updated	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.
<i>NS – NB Reliability Intertie Project</i>	Introduced	NA	NA	NA	NA	NA	NA	NA	NA	No new update	The Reliability Tie project has been approved by the NSEB.
<i>Financial Reporting and Statements</i>											
<i>Financial Reporting and Statements</i>	Introduced	NA	NA	Updated	NA	NA	NA	Updated	NA	No new Update	NA

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<i>Fuel Adjustment Mechanism</i>											
<i>General</i>	NA	Updated	Updated	NA	NA	NA	NA	NA	NA	No new update	Q1 2026
<i>Maritime Link Benefits Report</i>	Introduced	NA	NA	NA	NA	NA	NA	Updated	Updated	No new update	
<i>FAM Quarterly</i>	Introduced	NA	Updated	NA	NA	NA	NA	NA	NA	No new update	NA
<i>Dispatch Study Action Plan Quarterly Update</i>	Introduced	NA	Updated	NA	NA	Updated	NA	NA	Updated	Project Go Live is scheduled for July 14. Once live, there will be no need for further updates on this project in relation to the Cybersecurity Incident as all impacted areas for this project related to the Cybersecurity Incident will be concluded.	NA
<i>Performance Standards</i>											
<i>Performance Standards</i>	Introduced	NA	NA	NA	NA	Updated	NA	Updated	NA	No new update	NA

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Affiliate Code of Conduct											
Affiliate Code of Conduct	Introduced	NA	NA	NA	Updated	Updated	NA	Updated	NA	No new update	NA
Interconnection processes			NA	NA	NA	NA	NA	NA	NA	No new update	Dependent on the GIS recovery and integration between GIS and CYME Software. ETA for this is September 2026.
Hosting Capacity Map and Analysis	Introduced	NA									
Processing Interconnection Requests	Introduced	NA									
Demand Side Management											
EI's Residential Behaviour Program	Introduced	NA	NA	NA	NA	No new update	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.
EI's Demand Response Programming	NA	Introduced	NA	NA	NA	NA	NA	NA	Updated	Data flows to evaluate Demand Response are due to be restored in October 2026, ahead of the 26/27 Season beginning on Dec 1, 2026.	Q3-Q4 2026

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System Planning											
System Planning	Introduced	NA	NA	NA	NA	NA	NA	NA	NA	No new update	IRP Modelling has transitioned to the IESO-NS
Miscellaneous											
Maritime Link Q2 2025 Quarterly Report	Introduced	NA	Updated	NA	NA	NA	NA	NA	NA	No Update - Resolved	As noted: This issue has now been resolved and the allocation of the Maritime Link Project and sustaining capital costs was reported by NSPML in its Quarterly Report filed on October 15, 2025.
Joint Use Agreement Proceeding	Introduced	NA	Updated	Updated	NA	Updated	NA	Updated	Updated	On March 19, 2026, the NSEB issued its decision in the JUA Proceeding. The decision requires NS Power to file any executed Joint Use Agreement with Bell; notify the Board within 14 days if the Letter of Intent is terminated prior to finalization (including how rebates would be addressed); advise the Board of any future changes; and file a follow-up report within three months of execution addressing implementation, ownership reconciliation, cost impacts, and service timelines. If no final agreement is in place by June 30, 2026, the Board may consider further reporting. The GIS enterprise platform has been restored to its pre-cyber incident state; however, system data must now be updated to reflect construction completed since the incident. This work is expected to be completed by the end of Q3 2026. Once complete, NS Power and Bell will undertake at least one quarterly Point of Construction settlement, at which time the Joint Use Agreement can be finalized. NS Power and Bell continue to work collaboratively; the agreement is expected to be finalized in Q1-Q2 2027. NS Power filed a letter with additional details on this timeline under the JUA Proceeding (M12149) on June 30, 2026.	Q1 2-26-Q2 2027
Customer Energy Management (CEM) Evaluation, Measurement, and Verification (EM&V)	Introduced	Updated	NA	Updated	Updated	Updated	Updated	NA	Updated	The 2025 CEM EM&V was filed on June 29, 2026. Data restoration of My Energy Insights (MEI) systems is expected by the end of Q3 2026. Customer onboarding to follow.	Q3 2026

	7-Jul-26		8-Jun-26		6-May-26		25-Mar-26		26-Feb-26		3-Feb-26		5-Nov-25		April 2025 (pre-cyber)	
0-35 Days	16	1%	1009	38%	998	42%	2058	55%	848	29%	736	26%	1876	24%	1306	77%
36-60 Days	272	18%	486	18%	467	20%	561	15%	655	22%	735	26%	1150	15%	170	10%
61-90 Days	423	29%	474	18%	316	13%	390	10%	515	18%	416	14%	1067	14%	66	4%
90+ Days	770	0.52	699	0.26	582	0.25	738	0.2	915	0.31	983	0.34	3776	0.48	148	0.09
Total	1481		2668		2363		3747		2933		2870		7869		1690	

Hold Reason 36-60 Days																
Administrative	15	5%	13	4%	11	2%	31	6%	28	4%	52	7%	141	12%	26	15%
Procurement	40	15%	67	12%	209	45%	148	26%	151	23%	171	23%	186	16%	63	37%
Receiving	217	80%	406	84%	247	53%	382	68%	476	73%	512	70%	823	72%	81	48%
Total	272		486		467		561		655		735		1150		170	

Hold Reason 61-90 Days																
Administrative	38	9%	21	4%	15	5%	14	4%	32	6%	6	1%	156	15%	8	12%
Procurement	131	31%	177	37%	141	45%	121	31%	184	36%	137	33%	213	20%	13	20%
Receiving	254	60%	276	58%	160	151%	255	65%	299	58%	273	66%	698	65%	45	68%
Total	423		474		316		390		515		416		1067		66	

Hold Reason 90+ Days																
Administrative	73	9%	53	8%	55	9%	80	11%	86	9%	65	7%	829	22%	34	23%
Procurement	394	51%	315	45%	219	38%	289	39%	283	31%	270	27%	732	19%	53	36%
Receiving	303	40%	331	47%	308	53%	369	50%	546	60%	648	66%	2215	59%	61	41%
Total	770		699		582		738		915		983		376		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