

June 12, 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 9**

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 8 was filed on May 14, 2026. This Monthly Update 9 is intended to be an update to all prior reports and therefore should be read/considered in conjunction with the prior reports.

NS Power is including an updated Restoration Roadmap Gantt Chart as **Attachment 1** to this Monthly Update 9.

The updated Ongoing Regulatory Matters table is included as **Attachment 2** to this Monthly Update 9.

The updated status of invoices on hold is included as **Attachment 3** to this Monthly Update 9.

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 through a phased and controlled restoration approach during the reporting period. Core capabilities across financial, customer, and operational domains progressed through structured validation and deployment sequencing, strengthening consistency and performance across foundational services.

The program has achieved substantial progress, with key capabilities now established and operating effectively. Workstreams continue to build on this strong foundation, supporting a deliberate transition into steady-state operations and ongoing optimization.

Overall, the environment is well-positioned, reflecting a stable, resilient, and fully operational platform with continued focus on enhancing capability maturity.

### *Financial Enterprise Resource Planning*

Restoration of financial capabilities continued to advance through staged deployment and validation activities, with a focus on ensuring accuracy, control integrity, and operational continuity. Integration activities between financial systems and other operational systems have progressed with the deployment of additional integrations and others moving through testing and validation phases.

Key financial processes have continued to progress through testing and controlled release sequencing, with certain components undergoing re-planning to align with validation outcomes and integration readiness. Target deployment activities for remaining components are ongoing, with continued emphasis on sequencing and completeness over speed of delivery.

Recovery timelines are set out in **Attachment 1**.

NS Power continues to make significant progress on the invoices on hold, please refer to **Attachment 3**,

NS Power has implemented some of the previously discussed improvements around inventory handling and expense processing and there has been a short-term uptick in invoices on hold as a result of this transition. However, this is an important step in our trending back toward the pre-cyber levels of backlog.

### *Customer Billing and Customer Systems*

Customer-facing systems continued to progress through validation, testing, and staged restoration activities, with a focus on ensuring service continuity. Key

capabilities have advanced through testing and controlled deployment, with some functions transitioning into operational use while others remain under active validation.

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.

Where delays have occurred, these are primarily attributable to testing complexity, access dependencies, and sequencing of upstream activities, rather than underlying solution capability.

Since the restoration of meter connections to our billing system in March 2026, NS Power continues to obtain true meter reads. The number of customer bills we estimate has also returned to normal at less than 2 percent. NS Power has met Performance Standards target for Customer Bills Estimated in April and May 2026 and is on track to meet targets for 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 Attachments 1 for recovery timelines.

#### *Technology Enablement*

Foundational technology capabilities have progressed through staged enablement into full operational use, effectively supporting broader restoration and stabilization efforts across dependent services. Core infrastructure services - including compute, backup and recovery, and supporting platforms - are established and are actively underpinning ongoing operations.

Remaining foundational capabilities have successfully completed final validation and transitioned into operational readiness, completing the core set of technology enablement activities. Integration and optimization activities continue in parallel, further strengthening the performance and alignment of core services.

Focus remains on ongoing reliability, integration timing, and sequencing across dependent capabilities, supported by strong governance and oversight to ensure services continue to mature and improve.

#### *Additional Capabilities*

Restoration activities across additional business capabilities have continued to advance from initial rebuild into execution and stabilization, with several capabilities now in active use.

In parallel, other capabilities are progressing through testing and validation, with sequencing and delivery aligned to dependencies such as data readiness, environment configuration, and external partner inputs. These factors are being actively managed through coordinated sequencing and focused remediation efforts to maintain overall momentum.

### *Cybersecurity*

Cybersecurity capabilities continue to mature through structured governance, validation, and readiness activities. Foundational identity and access controls have been strengthened, enabling greater consistency and reliability of identity data and access management across environments.

Cybersecurity workstreams remain active as part of an ongoing enhancement roadmap, with coordination across access provisioning, documentation, and external stakeholders. These areas are being effectively managed through structured oversight, proactive escalation, and targeted mitigation to ensure steady progress and alignment.

Overall, cybersecurity capabilities are established and operating in a secure and stable manner, with continued focus on control validation, evidence readiness, and the advancement of sustainable governance practices.

### *Recovery Timeline*

The recovery program continues to be delivered through structured governance, phased sequencing, and ongoing validation, enabling consistent and coordinated progress across all workstreams. Strong alignment across infrastructure readiness, resource planning, and interdependent capabilities has supported effective delivery and sustained momentum.

Replanning activities are used proactively to maintain alignment with validated scope, completion status, and dependency coordination, reinforcing clarity of execution and program discipline. This approach continues to support a smooth and controlled transition of capabilities into steady-state operations while maintaining operational stability.

The program has made significant progress, with the majority of high-priority items addressed and key capabilities in place. Service continuity has remained stable throughout the reporting period, reflecting the strength, resilience, and maturity of the current operating environment.

## **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. As discussed in its information request responses filed on May 6, 2026, 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

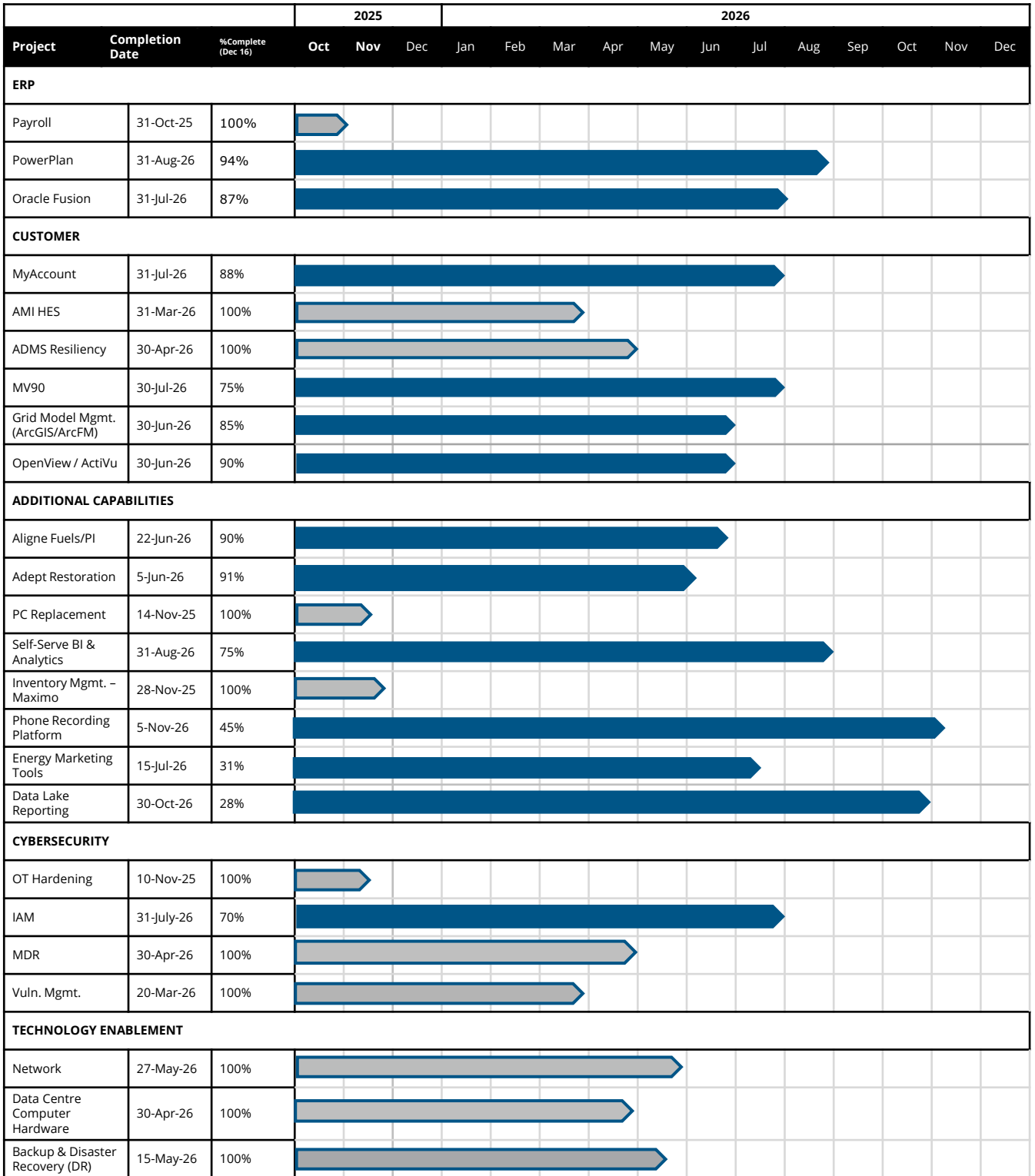
The following page outlines the key initiatives that are currently in flight to support our recovery and restoration efforts. Percentage completion has also been provided to inform our progress on our restoration journey.

## PROGRAM STRUCTURE

The Restoration Program is structured into five (5) key portfolios of work – focusing on restoring business capabilities.

Portfolio	Scope Summary
<b>Enterprise Resource Planning (ERP)</b>	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.
<b>Customer</b>	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.
<b>Additional Capabilities</b>	Recovery and restoration of critical supporting capabilities, including energy trading systems, plant information, engineering document repositories, inventory management, and end-user computing.
<b>Cybersecurity</b>	Restoration of foundational cybersecurity controls and protections to ensure safe, secure and resilient operations.
<b>Technology Enablement</b>	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	OpenView / ActiVu	Project end date adjusted from 14-May-2026 to 30-Jun-2026, resulting in a 6-week adjustment.	Completion date updated to 30-Jun-2026 to allow additional time to complete environment setup, execute Proof of Concept and validate end-to-end functionality.
Additional Capabilities	Aligne Fuels/PI	Project end date adjusted from 26-May-2026 to 22-Jun-2026, resulting in a 4 week adjustment.	Completion date updated to 22-Jun-2026 to allow additional time for the completion of the 12-month historical data load into Aligne.
	Adept Restoration	Project end date adjusted from 22-May-2026 to 5-Jun-2026, resulting in a 2-week adjustment.	Completion date updated to 5-Jun-2026 to allow additional time for defect resolution and testing completion.
	Phone Recording Platform	Project end date adjusted from 15-Jul-2026 to 5-Nov-2026, resulting in a 16-week adjustment.	Completion date updated to 5-Nov-2026 to allow time for the NICE hardware to be procured by the vendor, received and deployed.

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 11	Latest update June 11, 2026	Forecast Restoration of Normal Activities Updated June 11, 2026
<b>Rates-Related Matters</b>										
<i>Time Varying Pricing</i>	Introduced	Updated	Updated	Updated	Updated	NA	NA	Updated	<p>(1) <b>2026/27 TVP Season and Stakeholder Engagement:</b> 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 Board's directive in M12499 (2025/26 TVP Modifications), will notify the Board, 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 our current program status, updates on TVP system functionality, and the plan for initiating stakeholder engagement leading into the 2026/27 TVP Season will be held on June 16, 2026.</p> <p>(2) <b>TVP EM&amp;V and Evaluation Reports:</b> The Year Four Evaluation Report will be filed by 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&amp;V). EM&amp;V data and systems have been restored for Year Four Evaluation Report, but were only partially recovered for the Year Five Evaluation Report (which will include MURB TOU Tariff EM&amp;V only, as the program was paused for other TVP Tariffs during the 2025/26 Season).</p>	<p>(1) All Systems required for the administration of TVP Tariffs expected to be restored by the end of Q3 2026.</p> <p>(2) The Year Four (2024/25) Evaluation Report will be filed by June 30, 2026. The Company expects to file the Year Five (2025/26) Evaluation Report by July 31, 2026.</p>
<i>Time of Use - Real Time Pricing Tariffs</i>	Introduced	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 &amp; One-Part RTP Tariffs</i>	Introduced	Updated	Updated	Updated	Updated	Updated	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	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.
<b>Customer Billing</b>										
<i>Customer Billing</i>	Introduced	NA	Updated - Pinned up under the Incident Impact and Response	Updated	Updated	Updated	Updated	Updated	Since meters have been restored to normal operation, the number of customer bills we estimate has returned to normal at less than 2 percent. NS Power has met Performance Standards target for Customer Bills Estimated in April and May 2026 and is on track to meet targets for June of 2026	Meters have been restored to normal operation March 31, 2026.

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 11	Latest update June 11, 2026	Forecast Restoration of Normal Activities Updated June 11, 2026
<i>Capital and Ace Plan</i>										
<i>Capital Budgeting/Finance Data</i>	Introduced	NA	Updated	Updated	NA	NA	NA	NA	No new update	Full PowerPlan restoration is expected in Q2 2026.
<i>CIS Replacement Project</i>	Introduced	NA	NA	Updated	Updated	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 Inter tie Project</i>	Introduced	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	Annual Financial Statements were filed April 30, 2026.	Q2 2026 (for completion of Q4 2025 Regulated Financial Statements)

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 11	Latest update June 11, 2026	Forecast Restoration of Normal Activities Updated June 11, 2026
<i>Fuel Adjustment Mechanism</i>										
<i>General</i>	NA	Updated	Updated	NA	NA	NA	NA	NA	No new update	Q1 2026
<i>Maritime Link Benefits Report</i>	Introduced	NA	NA	NA	NA	NA	NA	Updated	The Q1 Maritime Links Benefit Report was filed May 14, 2026. As of the Q1 2026 report, the report has been updated for the missing data and is fully functional.	Q2 2026
<i>FAM Quarterly</i>	Introduced	NA	Updated	NA	NA	NA	NA	NA	No new update	Q1/Q2 2026
<i>Dispatch Study Action Plan Quarterly Update</i>	Introduced	NA	Updated	NA	NA	Updated	NA	NA	No new update	Q2 2026
<i>Performance Standards</i>										
<i>Performance Standards</i>	Introduced	NA	NA	NA	NA	Updated	NA	Updated	NS Power has met Performance Standards target for Customer Bills Estimated in April and May 2026 and is on track to meet targets for June of 2026	Meters have been restored to normal operations and customer billing is returning to normal as of March 31, 2026

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 11	Latest update June 11, 2026	Forecast Restoration of Normal Activities Updated June 11, 2026
<i>Affiliate Code of Conduct</i>										
<i>Affiliate Code of Conduct</i>	Introduced	NA	NA	NA	Updated	Updated	NA	Updated	ACOC Annual Report Filed May 28, 2026	Q2 2026
<i>Interconnection processes</i>										
<i>Hosting Capacity Map and Analysis</i>	Introduced	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.
<i>Processing Interconnection Requests</i>	Introduced	NA								
<i>Demand Side Management</i>										
<i>EI's Residential Behaviour Program</i>	Introduced	NA	NA	NA	NA	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.
<i>EI's Demand Response Programming</i>	NA	Introduced	NA	NA	NA	NA	NA	NA	No new update	Data flows to evaluate Demand Response will be restored in Q3 2026, ahead of the 26/27 Season beginning on Dec 1, 2026.

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<b>System Planning</b>										
<i>System Planning</i>	Introduced	NA	NA	NA	NA	NA	NA	NA	No new update	IRP Modelling has transitioned to the IESO-NS
<b>Miscellaneous</b>										
<i>Maritime Link Q2 2025 Quarterly Report</i>	Introduced	NA	Updated	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.
<i>Joint Use Agreement Proceeding</i>	Introduced	NA	Updated	Updated	NA	Updated	NA	Updated	<p>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.</p> <p>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 will provide a letter with additional details on this timeline under the JUA Proceeding (M12149) by June 30, 2026.</p>	Q1 2027 - Q2 2027
<i>Customer Energy Management (CEM) Evaluation, Measurement, and Verification (EM&amp;V)</i>	Introduced	Updated	NA	Updated	Updated	Updated	Updated	NA	No new update	<p>The 2025 CEM EM&amp;V is in progress and planned for filing on or before July 1, 2026.</p> <p>Restoration of My Energy Insights (MEI) systems are expected by the end of Q3 2026.</p>

Invoices on Hold  
June 8, 2026

	8-Jun-26		6-May-26		25-Mar-26		26-Feb-26		3-Feb-26		5-Nov-25		April 2025 (Precyber)	
0-35 Days	1009	37%	998	42%	2058	55%	848	29%	736	26%	1876	24%	1306	77%
36-60 Days	543	20%	467	20%	561	15%	655	22%	735	26%	1150	15%	170	10%
61-90 Days	461	17%	316	13%	390	10%	515	18%	416	14%	1067	14%	66	4%
90+ Days	699	26%	582	25%	738	20%	915	31%	983	34%	3776	48%	148	9%
<b>Total</b>	<b>2712</b>		<b>2363</b>		<b>3747</b>		<b>2933</b>		<b>2870</b>		<b>7869</b>		<b>1690</b>	
<b>Hold Reason 36-60 days</b>														
Administrative	19	4%	11	2%	31	6%	28	4%	52	7%	141	12%	26	15%
Procurement	68	12%	209	45%	148	26%	151	23%	171	23%	186	16%	63	37%
Receiving	456	84%	247	53%	382	68%	476	73%	512	70%	823	72%	81	48%
<b>Total</b>	<b>543</b>		<b>467</b>		<b>561</b>		<b>655</b>		<b>735</b>		<b>1150</b>		<b>170</b>	
<b>Hold Reasons 61-90 days</b>														
Administrative	33	7%	15	5%	14	4%	32	6%	6	1%	156	15%	8	12%
Procurement	184	40%	141	45%	121	31%	184	36%	137	33%	213	20%	13	20%
Receiving	243	53%	160	51%	255	65%	299	58%	273	66%	698	65%	45	68%
<b>Total</b>	<b>460</b>		<b>316</b>		<b>390</b>		<b>515</b>		<b>416</b>		<b>1067</b>		<b>66</b>	
<b>Hold Reasons 90+ Days</b>														
Administrative	53	8%	55	9%	80	11%	86	9%	65	7%	829	22%	34	23%
Procurement	315	45%	219	38%	289	39%	283	31%	270	27%	732	19%	53	36%
Receiving	331	47%	308	53%	369	50%	546	60%	648	66%	2215	59%	61	41%
<b>Total</b>	<b>699</b>		<b>582</b>		<b>738</b>		<b>915</b>		<b>983</b>		<b>3776</b>		<b>148</b>	

Type of Hold	Reasons for Hold
Administration	<ul style="list-style-type: none"> <li>Approval required for a credit on an invoice</li> <li>Invoice is currently in dispute with the supplier</li> <li>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)</li> <li>Holdback of a portion of the project cost until completion (typically 10%)</li> </ul>

Invoices on Hold  
June 8, 2026

	<ul style="list-style-type: none"><li>• Freight or shipping charges / surcharges on an invoice</li><li>• Deposit charged on reels, pallets or drums to be returned after use</li></ul>
Procurement	<ul style="list-style-type: none"><li>• Price invoiced does not match the price on the purchase order</li><li>• Approval not received for purchase order</li><li>• Invalid or missing purchase order on the invoice</li><li>• Inventory items which have not ordered and invoiced but not yet received</li></ul>
Receiving	<ul style="list-style-type: none"><li>• Invoice needs to be received in internal financial systems</li><li>• Amount received is greater than what was ordered on the original purchase order</li></ul>