

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF THE PUBLIC UTILITIES ACT

- and -

IN THE MATTER OF AN INQUIRY about the impact of the cyber incident on **NOVA SCOTIA POWER INCORPORATED's** collection and retention of customer information, customer service and communications, billing processes and regulatory matters

BEFORE:



Stephen T. McGrath, K.C., Chair
Roland A. Deveau, K.C., Vice Chair
Richard J. Melanson, LL.B., Member

AMENDED HEARING ORDER

On December 3, 2025, the Honourable Tim Houston, Premier of Nova Scotia and Minister of Energy, wrote to the Nova Scotia Energy Board to express concern about the number of Nova Scotians experiencing inaccurate billing and a lack of responsiveness from NS Power following its cybersecurity breach, and requesting that the Board investigate the matter.

In a letter dated December 10, 2025, the Board advised it was receiving monthly reports from NS Power about the Board's separate ongoing cybersecurity inquiry (M12273), and it had also opened this new matter (M12600). The Board confirmed it would decide upon a process to consider this matter upon receipt of the Board-directed NS Power's Cybersecurity Incident Report due by December 31, 2025. NS Power's Cybersecurity Incident Report was filed December 23, 2025.

Nova Scotia Power filed a letter on April 27, 2026, claiming certain IRs filed by Mr. MacLeod, Consumer Advocate and the Small Business Advocate were not within the scope of this proceeding. The Board issued a Decision letter on May 26, 2026, advising there are some of Mr. MacLeod's IRs that the Board finds are in scope in this proceeding and directed Nova Scotia Power to respond to the IRs outlined in the Board's decision. As a result of this, the timeline in the February 9, 2026 Hearing Order is being amended.

The Board considers that this matter should be addressed in an oral hearing and orders that:

1. The public hearing for this matter will be at the Office of the Board, Summit Place, 3rd Floor, 1601 Lower Water Street, Halifax, Nova Scotia, on the following dates:

- a. **Tuesday, August 18, 2026, at 9:00 a.m.**, and continuing to **Thursday, August 20, 2026, if necessary**; and
- b. an Evening Session on **Tuesday, August 18, 2026, at 7:00 p.m.**

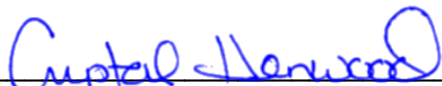
Depending on the circumstances, all or part of this public hearing may be held by GoToWebinar video conferencing.

2. The following amended timetable will apply to this proceeding:

<u>Responses to IRs from NS Power</u>	<u>Tuesday, June 9, 2026</u>
<u>Evidence by Intervenors and Board Counsel</u>	<u>Tuesday, June 23, 2026</u>
<u>Witnesses</u>	
<u>IRs to Intervenors and Board Counsel</u>	<u>Wednesday, July 8, 2026</u>
<u>Witnesses</u>	
<u>Requests to Speak at Evening Session</u>	<u>Wednesday, July 8, 2026</u>
<u>Letters of Comment</u>	<u>Wednesday, July 8, 2026</u>
<u>Responses to IRs by Intervenors and Board Counsel</u>	<u>Wednesday, July 29, 2026</u>
<u>Witnesses</u>	
<u>Rebuttal Evidence by NS Power</u>	<u>Monday, August 10, 2026</u>
<u>Opening Statements</u>	<u>Friday, August 14, 2026</u>
<u>Hearing Commences</u>	<u>Tuesday, August 18, 2026</u>
<u>Evening Session 7:00 PM (if necessary)</u>	<u>Tuesday, August 18, 2026</u>
<u>Reserved (if necessary)</u>	<u>August 19 and 20, 2026</u>

3. The Clerk of the Board will provide a copy of the Amended Hearing Order to the Participants in M12600 and the parties in Matter M12273, post it to the Board's Bluesky and Facebook accounts and publish it on the Board's website. NS Power is also directed to post notice of this matter on its website.
4. The *Board's Regulatory Rules* will apply to this application, including *Rule 7(3)* with respect to filing by **2:00 pm** on any date a document is due.

DATED at Halifax, Nova Scotia, this 2nd day of June 2026.



 Clerk of the Board