March 6, 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 6

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 5 was filed on February 5, 2026. This Monthly Update 6 is intended to be an update to all prior reports and therefore should be read/considered in conjunction with the prior report.

NS Power is including an updated Restoration Roadmap Gantt Chart as **Attachment 1** to this Monthly Update 6.

The updated Ongoing Regulatory Matters table is included as **Attachment 2** to this Monthly Update 6**.**

The updated status of invoices on hold is included as **Attachment 3** to this Monthly Update 6.

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

Financial Enterprise Resource Planning

NS Power continues to advance the restoration of key financial enterprise resource planning capabilities necessary to support normal business operations.

With respect to what percentage of invoices remain pending, along with an aged analysis of the payables and the reasons for the accounts outstanding beyond 30 days, Nova Scotia Power continues to make significant progress in reducing the post-cyber-event invoice backlog.

As can be seen in **Attachment 3**, the backlog, which peaked on November 5, 2025, has been substantially addressed and the overall trend continues toward pre-cyber levels.

As discussed in its Monthly Update 5, NS Power continues to prepare for the upcoming introduction of additional financial management functions, including improvements to inventory handling and expense processing. Planning and sequencing work is underway to validate that functionality is restored safely, aligns with operational priorities, and minimizes disruption to year-end and month-end activities. The anticipated recovery timelines are set out in **Attachment 2.**

These combined efforts contribute to a gradual return to more stable financial operations and support NS Power's overall restoration progress.

Customer Billing and Customer Systems

NS Power has continued to make progress in restoring customer billing capabilities. Smart meter connectivity has been re-established for most of customers, enabling the ongoing collection of meter data needed to support billing activity. The first bills with data from smart meters reconnected to the billing system were issued on December 23, 2025. In January 2026, 84.6 percent of customers had a true reading on their bill and February 2026 is trending to finish above 90 percent based on data until February 21, 2026. As of the end of February, more than 450,000 meters have successfully delivered usage information to NS Power systems, demonstrating improved stability in meter data collection.

Work continues to advance to fully reconnect meter data to NS Power's billing platform. The integration required to allow meter information to flow from the field system into the customer system is being implemented, a key step toward resuming standard automated billing processes.

Customer self-service capabilities are also progressing. Please refer to the Gantt Chart in **Attachment 1** for recovery timelines.

Technology Enablement

Progress has continued in strengthening the technology environment that supports core business operations and resilience objectives. Disaster recovery infrastructure has been configured and deployed, with backup and computer hardware installed to improve recovery readiness. Enhancements to network and security infrastructure remain underway, including the continued replacement of virtual firewalls with physical devices to support system reliability. A Backup and Disaster Recovery (BDR) site is built and operational, including off-site data replication capabilities, which materially improves disaster recovery readiness compared to interim post-incident conditions.

Technology enablement activities continue to be managed under formal governance and sequencing activities to support safe, stable recovery execution and avoid introducing operational or control risk.

Additional Capabilities

Restoration of additional operational and administrative capabilities has advanced from foundational rebuild into active execution and operational enablement, with several workstreams reaching material milestones since the prior reporting period.

Access to real-time operational data has expanded, enabling the restoration of reporting and analytics. 84 of 90 priority reports have now been restored, and business-critical reporting is actively supporting decision-making across operations.

Restoration of systems supporting assets, engineering, and administrative functions have progressed into delivery and testing phases. Foundational infrastructure is in place, data restoration is underway, and vendor-led configuration activities have commenced, reflecting a transition from planning into execution. In parallel, work continues on remaining capabilities that support fuel management and data integration. Overall, progress in these areas reflects a shift from recovery activities toward more stable, sustainable operations, while remaining work continues to be sequenced to manage operational and control risk.

Cybersecurity

NS Power is continuing to advance and strengthen overall cybersecurity readiness, with a focus on restoring, implementing, and validating critical cybersecurity control effectiveness. Control implementation activities are active across identity, data protection, application security, and monitoring domains, with defined mitigation plans in place where risks remain. The approach emphasizes durable, control maturity, aligned with regulatory and assurance expectations.

Recovery Timeline

Recovery activities remain ongoing and are expected to continue through 2026. Current priorities include restoring systems to perform reliably under normal operating conditions, strengthening disaster recovery and resilience capabilities, sequencing remaining restoration work to minimize operational, customer and control risk.

The Recovery Program Office continues to manage interdependencies, resource constraints, and governance requirements to support a controlled, transparent and sustainable recovery while maintaining continuity of service and regulatory compliance. Recovery execution is operating under formal project gating, change control and Steering Committee oversight, with structured RAID escalation and decision tracking.

Updated restoration roadmaps have been included as attachments to the report, with NS Power committing to reflect new information and progress in future monthly updates.

Update on OPC Investigation

As noted in previous reports, the Office of the Privacy Commissioner of Canada (OPC) initiated an investigation into the Incident. The Company continues to fully cooperate with the OPC and remains committed to addressing the OPC's concerns and resolving the investigation in an efficient and expeditious manner.

Yours truly,

Blake Williams
Senior Director, Regulatory Affairs
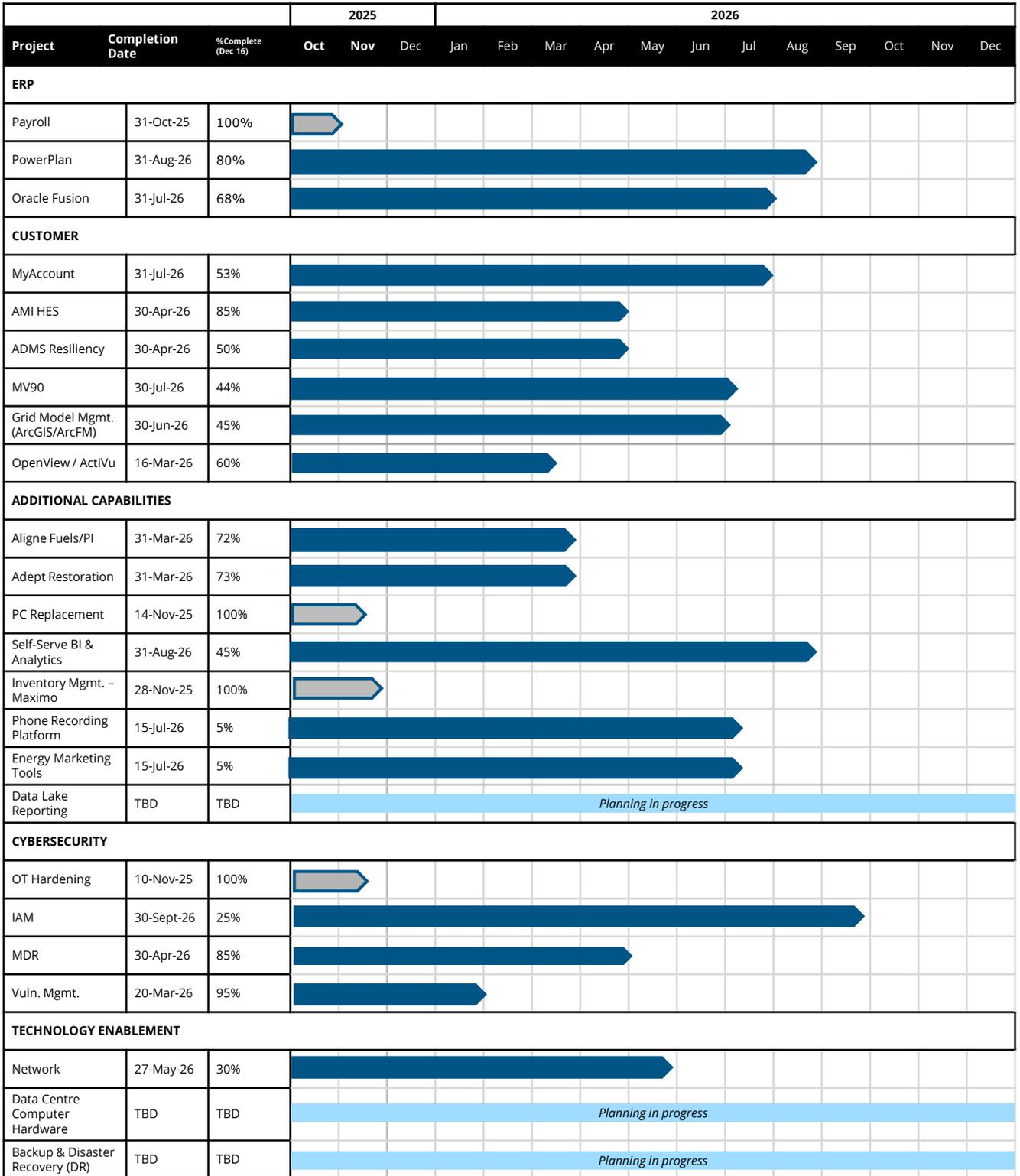
Executive Summary

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.

—— **P R O G R A M   S T R U C T U R E** ——————

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

Project	Completion Date	%Complete (Dec 16)	2025 Oct	Nov	Dec	2026 Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
ERP																	
Payroll	31-Oct-25	100%															
PowerPlan	31-Aug-26	80%															
Oracle Fusion	31-Jul-26	68%															
CUSTOMER																	
MyAccount	31-Jul-26	53%															
AMI HES	30-Apr-26	85%															
ADMS Resiliency	30-Apr-26	50%															
MV90	30-Jul-26	44%															
Grid Model Mgmt. (ArcGIS/ArcFM)	30-Jun-26	45%															
OpenView / ActiVu	16-Mar-26	60%															
ADDITIONAL CAPABILITIES																	
Aligne Fuels/PI	31-Mar-26	72%															
Adept Restoration	31-Mar-26	73%															
PC Replacement	14-Nov-25	100%															
Self-Serve BI & Analytics	31-Aug-26	45%															
Inventory Mgmt. – Maximo	28-Nov-25	100%															
Phone Recording Platform	15-Jul-26	5%															
Energy Marketing Tools	15-Jul-26	5%															
Data Lake Reporting	TBD	TBD							*Planning in progress*								
CYBERSECURITY																	
OT Hardening	10-Nov-25	100%															
IAM	30-Sept-26	25%															
MDR	30-Apr-26	85%															
Vuln. Mgmt.	20-Mar-26	95%															
TECHNOLOGY ENABLEMENT																	
Network	27-May-26	30%															
Data Centre Computer Hardware	TBD	TBD							*Planning in progress*								
Backup & Disaster Recovery (DR)	TBD	TBD							*Planning in progress*								

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.

Legend:
- Complete
- Active

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	MyAccount	Project end date adjusted from 25-Sep-2026 to 31-Jul-2026, resulting in a 4-week acceleration.	Revised project plan to account for remaining scope to achieve pre-incident functionality. Project plan has been finalized with a 31-Jul-2026 target date.
Customer	MV90	Project end date adjusted from 07-Jul-2026 to 30-Jul-2026 resulting in a 3-week adjustment.	The 07-Jul-2026 date was an early planning baseline. Project has been re-baselined to 31-Jul-2026 once full pre-incident functionality scope and dependency impacts were confirmed.
Customer	Grid Model Mgmt. (ArcGIS / ArcFM Designer)	Project end date adjusted from 06-Mar-2026 to 30-Jun-2026 resulting in a 16-week adjustment.	The timeline was extended because ArcFM depends on the underlying ArcGIS environment, and technical delays in getting that environment ready pushed back implementation and testing.
Customer	OpenView / ActiVu	Project end date adjusted from 11-Mar-2026 to 16-Mar-2026, resulting in a 1-week adjustment.	Date moved by ~1-week to allow additional time to complete access, authentication and security readiness activities following the initially planned go-live.
Additional Capabilities	Adept Restoration	Project end date adjusted from 13-Feb-2026 to 31-Mar-2026 resulting in a ~6-week adjustment.	Timeline was extended as project scope included additional installation, testing and readiness activities and required coordination with vendor availability and internal resourcing which could not be completed by mid-February.
Additional Capabilities	Self-Serve BI & Analytics	Project end date adjusted from 06-Apr-2026 to 31-Aug-2026, resulting in an additional 21 weeks of project effort.	Original 06-Apr-2026 date reflected an initial recovery target to restore limited reporting capability, while the revised 31-Aug-2026 date reflects additional scope required to fully restore pre-incident analytics functionality, which required further planning and delivery effort.
Technology Enablement	Data Centre Computer Hardware	Completion dates are now reported as TBD.	Completion dates for Compute and Backup/Disaster Recovery are now reported as TBD. Previously shared dates reflected interim release milestones, and final sequencing is being confirmed through governance to ensure accurate and reliable reporting; minimum operational capability remains in place.
Technology Enablement	Backup & Disaster Recovery (DR)	Completion dates are now reported as TBD.	

Affected Regulatory Matters	Report 2 - October 1	Report 3 - November 3	Report 4 - December 1	Report 5 - February 4	Report 6 - March 4	Latest update Feb 28, 2026	Forecast Restoration of Normal Activities Updated Feb 28, 2026
Rates-Related Matters							
Time Varying Pricing	Introduced	Updated	Updated	Updated	Updated	Systems required for the Evaluation are available. The Year 4 (2024/25) Evaluation work is underway and is expected to be completed in Q2 2026 with the Evaluation Report to be filed as soon as it is completed, In accordance with the Board direction in M12499.

Prior to re-instating TVP rates, the full restoration of: AMI meter communications, a meter data management system, My Energy Insights, and TVP specific technology capabilities and integrations are required. These systems, once online, need to achieve a high level of performance in terms of advanced features and performance in order to administer TVP Rates. | Year 4 (2024/25) Evaluation Report expected to be completed and filed in Q2 2026.

All Systems required for the administration of TVP Tariffs expected to be restored by the end of Q3 2026. |
Time of Use - Real Time Pricing Tariffs	Introduced	NA	NA	NA	NA	No new update	RTP report will be completed in Q2 2026
Extra Large Industrial Active Demand Control Tariff &One-Part RTP Tariffs	Introduced	Updated	Updated	Updated	Updated	Work has progressed to populate the databases associated with the PortOps software to allow for the evaluation of the ELIADC and for determining cost to serve PHP and One-Part RTP. Preliminary modeling continues to verify the integrity of the modeling results and to populate data for the missing periods. On February 25, 2026, the Board approved the Company's 2025 ELIADC Tariff Annual Report extension request; this Report is now expected to be filed on, or before, March 31, 2026.	PortOps modelling for the 2025 period is complete.
Renewable to Retail Information	Introduced	NA	NA	NA	NA	No new update	The model used to prepare the Cost of Service Breakdown was available in January 2026. The Company expects to file its 2025 Report in Q1 2026, consistent with the timing of prior Reports.

Affected Regulatory Matters	Report 2 - October 1	Report 3 - November 3	Report 4 - December 1	Report 5 - February 4	Report 6 - March 4	Latest update Feb 28, 2026	Forecast Restoration of Normal Activities Updated Feb 28, 2026
			Customer Billing				
Customer Billing	Introduced	NA	Updated - Pulled up under the Incident Impact and Response section	Updated	Updated	NS Power has continued to make progress in restoring customer billing capabilities. Smart meter connectivity has been re-established for most customers, enabling the ongoing collection of meter data needed to support billing activity. The first bills with data from smart meters reconnected to the billing system were issued on December 23, 2025. In January 2026, 84.6% of customers had a true reading on their bill and February 2026 is trending to finish above 90% based on data until February 21, 2026. As of the end of February, more than 450,000 meters have successfully delivered usage information to NS Power systems, demonstrating improved stability in meter data collection. Work continues to advance to fully reconnect meter data to NS Power's billing platform. The integration required to allow meter information to flow from the field system into the customer system is being implemented, a key step toward resuming standard automated billing processes.	The Company is on track to reconnect customer meters with the billing systems beginning in December 2025, with all meters expected to be reconnected by the end of March 2026.
			Capital and Ace Plan				
CapitalBudgeting/Finance Data	Introduced	NA	Updated	Updated	NA	No new update	Full PowerPlan restoration is expected in Q2 2026.
CIS Replacement Project	Introduced	NA	NA	Updated	Updated	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.
NS – NB Reliability Intertie Project	Introduced	NA	NA	NA	NA	No new update	The Reliability Tie project has been approved by the NSEB. Modelling of this nature has been transferred to the IESO-NS.

Affected Regulatory Matters	Report 2 - October 1	Report 3 - November 3	Report 4 - December 1	Report 5 - February 4	Report 6 - March 4	Latest update Feb 28, 2026	Forecast Restoration of Normal Activities Updated Feb 28, 2026
Financial Reporting and Statements							
Financial Reporting and Statements	Introduced	NA	NA	Updated	NA	No new update	Q2 2026 (for completion of Q4 2025 Regulated Financial Statements)
Fuel Adjustment Mechanism							
General	NA	Updated	Updated	NA	NA	No new update	Q1 2026
Maritime Link Benefits Report	Introduced	NA	NA	NA	NA	No new update	Q1 2026
FAM Quarterly	Introduced	NA	Updated	NA	NA	No new update	Q1/Q2 2026
Dispatch Study Action Plan Quarterly Update	Introduced	NA	Updated	NA	NA	No new update	Q1 2026

Affected Regulatory Matters	Report 2 - October 1	Report 3 - November 3	Report 4 - December 1	Report 5 - February 4	Report 6 - March 4	Latest update Feb 28, 2026	Forecast Restoration of Normal Activities Updated Feb 28, 2026
Performance Standards							
Performance Standards	Introduced	NA	NA	NA	NA	No new update	The Company is on track to reconnect customer meters with the billing systems beginning in December 2025, with all meters expected to be reconnected by the end of March 2026.
Affiliate Code of Conduct							
Affiliate Code of Conduct	Introduced	NA	NA	NA	Updated	Update: Access to several internal financial systems and datasets remains limited. Consequently, portions of the financial analysis that would typically be completed using automated tools are being performed manually. This manual work is significantly more time- and resource-intensive, resulting in the need for an extension to finalize the 2025 Affiliate Code of Conduct (ACOC) report. NS Power will be filing a letter with the NSEB subsequent to this report outlining the anticipated timeline for submitting the ACOC report.	Q2 2026
Interconnection processes							
Hosting Capacity Map and Analysis	Introduced	NA	NA	NA	NA	No new update	Dependent on the GIS recovery and integration between GIS and CYME Software. ETA for this is March 2026.
Processing Interconnection Requests	Introduced	NA					

Affected Regulatory Matters	Report 2 - October 1	Report 3 - November 3	Report 4 - December 1	Report 5 - February 4	Report 6 - March 4	Latest update Feb 28, 2026	Forecast Restoration of Normal Activities Updated Feb 28, 2026
			Demand Side Management				
E1's Residential Behaviour Program	Introduced	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.
E1's Demand Response Programming	NA	Introduced	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, pending successful restoration of AMI and relevant systems.
			System Planning				
System Planning	Introduced	NA	NA	NA	NA	NA	IRP Modelling has transitioned to the IESO-NS

Affected Regulatory Matters	Report 2 - October 1	Report 3 - November 3	Report 4 - December 1	Report 5 - February 4	Report 6 - March 4	Latest update Feb 28, 2026	Forecast Restoration of Normal Activities Updated Feb 28, 2026
					Miscellaneous		
Maritime Link Q2 2025 Quarterly Report	Introduced	NA	Updated	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	No new update	Q1 2026
Customer Energy Management (CEM) Evaluation, Measurement, and Verification (EM&V)	Introduced	Updated	NA	Updated	Updated	NS Power has consulted with Econoler to develop an alternative 2025 CEM EM&V approach that reflects the data limitations due to the Incident. AMI data up to March 31, 2025 and all supporting datasets are being prepared for the 2025 CEM EM&V in accordance with Econoler's proposed plan and the evaluation; however, additional time is required to compile and share the data with Econoler. The Company will file an extension request with the NSEB.	Additional time is required to compile and share data with Econoler for the 2025 EM&V. NS Power will file an extension request with the NSEB. Restoration of My Energy Insights (MEI) systems are expected by the end of Q3 2026.

Invoices on Hold
February 26, 2026

	26-Feb-26		3-Feb-26		5-Nov-25		April 2025 (Precyber)	
0-35 Days	848	29%	736	26%	1876	24%	1306	77%
36-60 Days	655	22%	735	26%	1150	15%	170	10%
61-90 Days	515	18%	416	14%	1067	14%	66	4%
90+ Days	915	31%	983	34%	3776	48%	148	9%
Total	2933		2870		7869		1690	
Hold Reason 36-60 days								
Administrative	28	4%	52	7%	141	12%	26	15%
Procurement	151	23%	171	23%	186	16%	63	37%
Receiving	476	73%	512	70%	823	72%	81	48%
Total	655		735		1150		170	
Hold Reasons 61-90 days								
Administrative	32	6%	6	1%	156	15%	8	12%
Procurement	184	36%	137	33%	213	20%	13	20%
Receiving	299	58%	273	66%	698	65%	45	68%
Total	515		416		1067		66	
Hold Reasons 90+ Days								
Administrative	86	9%	65	7%	829	22%	34	23%
Procurement	283	31%	270	27%	732	19%	53	36%
Receiving	546	60%	648	66%	2215	59%	61	41%
Total	915		983		3776		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 not 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