

April 9, 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 7**

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 6 was filed on March 6, 2026. This Monthly Update 7 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 7.

The updated Ongoing Regulatory Matters table is included as **Attachment 2** to this Monthly Update 7.

The updated status of invoices on hold is included as **Attachment 3** to this Monthly Update 7.

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.

There was a considerable decrease of aged receivables in March, with the lowest levels since the cyber incident.

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 6, NS Power continues to prepare for the upcoming introduction of additional financial management functions, including improvements to inventory handling. The expense processing component of the system went live in March. 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**.

### *Customer Billing and Customer Systems*

Meter connections to our billing system have been restored, and customer billing is returning to normal as of March 31, 2026.

The number of customer bills we must estimate has also returned to normal at around 2 percent or less. As part of normal operations, estimated bills are sometimes required for meters that are, for example, not connected to our billing system (i.e. smart meter opt out customers) and if our team is unable to access a customer's meter (e.g. due to isolated technical issues).

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

### *Technology Enablement*

Foundational technology restoration continued through staged delivery and operational readiness activities across backup and disaster recovery, compute, and network domains. During the reporting period, infrastructure required to support

backup and disaster recovery was configured and deployed, with validation, recovery processes and supporting documentation progressing to support consistent and repeatable operations. Computer and network restoration activities continued through sequenced releases, with validation and operational readiness activities embedded into delivery.

Network modernization activities, including secure access and firewall design initiatives, continued under established governance and review processes. Smaller technology restoration initiatives continued to close incrementally, further reducing reliance on interim solutions and strengthening overall platform stability.

### *Additional Capabilities*

During the reporting period, restoration activities progressed from foundational rebuild into execution and stabilization, with several operational and administrative capabilities entering deployment, testing, and operational use. Remaining activities continue to be sequenced to manage operational and control risk and to support sustainable operations.

Business-critical reporting and analytics capabilities were restored and are now supporting core operational decision-making. With priority reporting requirements met, formal restoration tracking for these items concluded and remaining activities transitioned into standard operational processes.

Access to operational data improved, enhancing management visibility and reducing reliance on manual or interim solutions. Systems supporting asset management, engineering, and administrative functions advanced through delivery and testing phases, with infrastructure established, data restoration underway, and configuration activities progressing under internal and vendor governance.

Restoration of remaining capabilities, including fuel management, data integration, and specialized operational tooling, continued and progressed as planned.

Overall, progress reflects a controlled transition from recovery-focused activities to stable operations, with remaining work deliberately planned to protect service continuity, data integrity, and control effectiveness.

### *Cybersecurity*

NS Power continued to advance cybersecurity restoration activities across multiple capability areas during the reporting period. Progress continued across identity and access management, vulnerability management, and detection and response

capabilities, with several workstreams completing key design, testing, and validation activities in preparation for sustained operations.

Supporting cybersecurity processes also continued to mature, including the development and refinement of governance, documentation, and operating procedures required to support consistent control performance. In parallel, rollout preparation activities progressed, and targeted validation efforts were completed to confirm readiness prior to broader operational adoption.

Overall, these activities reflect continued progression from recovery focused cybersecurity restoration toward more stable, repeatable security operations, as planned. Remaining work continues to be sequenced to manage risk and align with recovery priorities.

### *Recovery Timeline*

Recovery execution continued under established governance, reporting, and planning processes during the reporting period. The Recovery Program Office maintained centralized oversight of delivery through structured gating, reporting, and Steering Committee governance, supported by active risk, issue, and dependency management.

Program level risks and constraints during this period continued to be driven primarily by resourcing capacity, access management processes, and shared infrastructure dependencies. Mitigation actions remain underway to address these constraints, and work continues to be deliberately sequenced to support safe restoration while maintaining stable operations. No material impacts to customer service delivery or regulatory obligations were identified during the period.

Recovery activities are expected to continue through 2026, with priorities focused on completing remaining system restorations, strengthening disaster recovery and resilience capabilities, and transitioning recovery activities into sustainable, business as usual operations. Updated restoration roadmaps and progress details will continue to be provided through ongoing monthly reporting.

### **Resolution of the Investigation of the Office of the Privacy Commissioner of Canada**

On March 25, 2026, the Office of the Privacy Commissioner of Canada (OPC) publicly announced that it would discontinue its investigation of the cyberattack on NS Power's systems in 2025, pending NS Power's completion of the commitments from NS Power outlined in a [Compliance Letter](#) to the OPC.

*Customer SIN Deletion*

In the Compliance Letter, NS Power committed to the OPC that by March 31, 2026, NS Power would initiate a process to identify and remove instances of customer social insurance numbers (SINs) contained within its systems, subject to legal requirements to retain such information (e.g., pursuant to a legal hold, or tax reporting obligations).

NS Power completed the process of deleting customer SINs from its systems as of March 27, 2026, except for those customer SINs that are legally required to be retained (Legally Required SINs).

NS Power retains the Legally Required SINs logically segregated from other NS Power customer data, and has implemented controls designed to ensure that such SINs are only used by NS Power for legally required purposes.

Yours truly,

A handwritten signature in blue ink, appearing to read 'Blake Williams', is positioned above the typed name.

Blake Williams  
VP, Legal and Regulatory

# Executive Summary

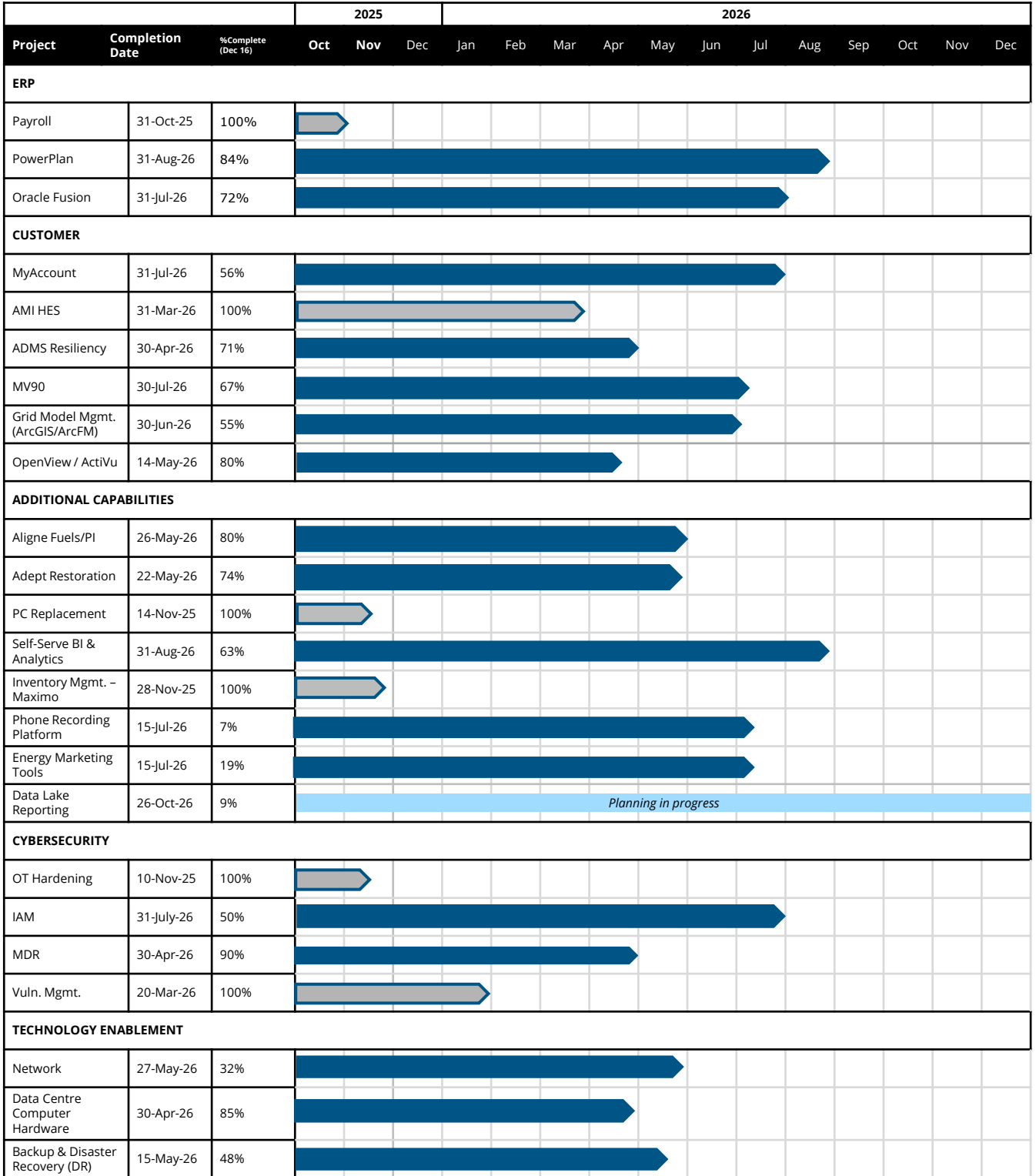
The following page outlines the key initiatives that are currently in flight to support our recovery and restoration efforts. Percentage completion has also been provided to inform our progress on our restoration journey.

## 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 16-Mar-2026 to 14-May-2026, resulting in a 2-month adjustment.	Vendor is required on-site to support the implementation. The date represents their current availability.
Cybersecurity	IAM	Project end date adjusted from 30-Sep-2026 to 31-Jul-2026.	Project end date was updated to align with the completion timeline for Identity recovery scope.
Additional Capabilities	Aligne Fuels / Pi	Project end date adjusted from 31-Mar-26 to 26-May-26.	Testing of the PI application required provisioning a separate Azure-based test database with a copy of production data, which resulted in an approximately three-week schedule impact; the server is now built, configuration is underway, and the test environment is targeted to be available by April 17, followed by data loading. Separately, user access issues to the PI test environment delayed onboarding by approximately three weeks, but these access issues have now been fully resolved. Completion of Aligne is dependent upon PI.
Additional Capabilities	Adept	Project end date adjusted from 31-Mar-26 to 22-May-26.	Vendor is required on-site to support the implementation. The date represents their current availability.

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	Latest update March 31, 2026	Forecast Restoration of Normal Activities Updated March 31, 2026
<i>Rates-Related Matters</i>								
<i>Time Varying Pricing</i>	Introduced	Updated	Updated	Updated	Updated	NA	No new update	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.
<i>Time of Use - Real Time Pricing Tariffs</i>	Introduced	NA	NA	NA	NA	NA	No new update	RTP report will be completed in Q2 2026
<i>Extra Large Industrial Active Demand Control Tariff &amp; One-Part RTP Tariffs</i>	Introduced	Updated	Updated	Updated	Updated	Updated	On March 26, 2026, the Company filed the 2025 ELIADC Tariff Annual Report (M12768) with the NSEB.	PortOps modelling for the 2025 period is complete.
<i>Renewable to Retail Information</i>	Introduced	NA	NA	NA	NA	Updated	This Report was filed on March 2, 2026	The model used to prepare the Cost of Service Breakdown was available in January 2026. The Company filed the Report on March 2, 2026.
<i>Customer Billing</i>								
<i>Customer Billing</i>	Introduced	NA	Updated - Pulled up under the Incident Impact and Response section	Updated	Updated	Updated	Meter connections to our billing system have been restored and customer billing is returning to normal as of March 31, 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	Latest update March 31, 2026	Forecast Restoration of Normal Activities Updated March 31, 2026
<i>Capital and Ace Plan</i>								
<i>Capital Budgeting/Finance Data</i>	Introduced	NA	Updated	Updated	NA	NA	No new update	Full PowerPlan restoration is expected in Q2 2026.
<i>CIS Replacement Project</i>	Introduced	NA	NA	Updated	Updated	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	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	No new update	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	Latest update March 31, 2026	Forecast Restoration of Normal Activities Updated March 31, 2026
<i>Fuel Adjustment Mechanism</i>								
<i>General</i>	NA	Updated	Updated	NA	NA	NA	No new update	Q1 2026
<i>Maritime Link Benefits Report</i>	Introduced	NA	NA	NA	NA	NA	No new update	Q2 2026
<i>FAM Quarterly</i>	Introduced	NA	Updated	NA	NA	NA	No new update	Q1/Q2 2026
<i>Dispatch Study Action Plan Quarterly Update</i>	Introduced	NA	Updated	NA	NA	Updated	Integration issues due to Vendor environment & network changes which drove changes to the NS Power network and protocols. Vendor environment changes prompted by NS Power Cyber Event. Remediation plan identified and executed. Schedule impacted. Project Go Live date changed from Q1 to Q2, to June 16, 2026	Q2 2026
<i>Performance Standards</i>								
<i>Performance Standards</i>	Introduced	NA	NA	NA	NA	Updated	Meter connections to our billing system have been restored and customer billing is returning to normal as of March 31, 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	Latest update March 31, 2026	Forecast Restoration of Normal Activities Updated March 31, 2026
<i>Affiliate Code of Conduct</i>								
<i>Affiliate Code of Conduct</i>	Introduced	NA	NA	NA	Updated	Updated	On March 9, 2026, NS Power filed a request with the NSEB for an extension to file the 2025 Affiliate Code of Conduct (ACOC) report. The Board approved the request. The ACOC report is now due May 29, 2026.	Q2 2026
<i>Interconnection processes</i>								
<i>Hosting Capacity Map and Analysis</i>	Introduced	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>E1's Residential Behaviour Program</i>	Introduced	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>E1's Demand Response Programming</i>	NA	Introduced	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, pending successful restoration of AMI and relevant systems.

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	Latest update March 31, 2026	Forecast Restoration of Normal Activities Updated March 31, 2026
<b>System Planning</b>								
<i>System Planning</i>	Introduced	NA	NA	NA	NA	NA	NA	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	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	<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 to the agreement, 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>Based on current progress, GIS restoration is anticipated by Q2 2026, at which time NS Power will be able to update system data to support pole settlement activities and finalize the Joint Use Agreement. NS Power and Bell continue to work collaboratively toward completing the final agreement.</p>	Q2 2026
<i>Customer Energy Management (CEM) Evaluation, Measurement, and Verification (EM&amp;V)</i>	Introduced	Updated	NA	Updated	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 have been transferred to Econoler and are being processed in accordance with Econoler's proposed plan and the evaluation. The Company will file an extension request with the NSEB in April that reflects the new 2025 CEM EM&V timeline.	<p>Additional time is required to compile and share data with Econoler for the 2025 EM&amp;V. NS Power will file an extension request with the NSEB.</p> <p>Restoration of My Energy Insights (MEI) systems are expected by the end of Q3 2026.</p>

Invoices on Hold  
 March 26, 2026

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

Invoices on Hold  
March 26, 2026

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><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>