

Timeline of Cyber Incident

- Wednesday, March 19, 2025**

Unauthorized third-party gained initial access to systems—this was undetected until April 25. Our investigation traced the initial access back to this date.
- Friday, April 25, 2025**

Technical issues identified affecting some internal IT systems, Customer Care phone line, and MyAccount.

Customer service updates shared on nspower.ca and social media to inform customers.

Incident response and business continuity protocols activated, while investigation launched and continued over the weekend.

External cybersecurity experts engaged and law enforcement notified over the weekend.
- Monday, April 28, 2025**

Public confirmation that the technical issues were the result of a cybersecurity incident.

Took actions to contain and isolate the affected servers and prevent further intrusion into our systems.
- Thursday, May 1, 2025**

Informed customers that certain customer personal information was accessed and taken by an unauthorized third-party.
- Wednesday, May 14, 2025**

Following confirmation that customer data was accessed and taken, informed customers that those affected would soon receive letters by mail and a two-year subscription to TransUnion's credit monitoring service.

Customer notification mail out began.
- Friday, May 23, 2025**

Confirmed that Nova Scotia Power was the victim of a sophisticated ransomware attack and that stolen data was published to the dark web.

Customers advised that no ransom was paid; based on careful assessment of applicable sanctions laws and alignment with law enforcement guidance, it was illegal to pay a ransom.
- Wednesday, June 4, 2025**

Nova Scotia Power representatives appeared before the Nova Scotia Public Accounts Committee to respond to questions regarding the incident, communications, customer support, and cybersecurity investments.

Customer billing resumed and MyAccount access restored.
- Monday, June 16, 2025**

Hosted in-person sessions to support customers in signing up for TransUnion services in Ingonish and Tatamagouche.
- Tuesday, June 17, 2025**

Hosted in-person sessions to support customers in signing up for TransUnion services in New Waterford, Amherst, Barrington, and Chester.
- Wednesday, June 18, 2025**

Hosted in-person sessions to support customers in signing up for TransUnion services in Port Hawkesbury, Windsor, Goshen, and Middleton.
- Thursday, June 19, 2025**

Hosted in-person sessions to support customers in signing up for TransUnion services in Truro and Musquodoboit.
- Wednesday, June 25, 2025**

Extended TransUnion credit monitoring services to five years, now available to all current and former customers.

Informed the public that personal information of former customers was also accessed by an unauthorized third-party on or around March 19.
- Wednesday, July 2, 2025**

Hosted an in-person session to support customers in signing up for TransUnion services in Membertou.
- Wednesday, July 3, 2025**

Hosted an in-person session to support customers in signing up for TransUnion services in Springhill.
- Tuesday, July 8, 2025**

Began hiring and training of 100 meter readers to read customer meters in-person and gather energy use data.

Hosted an in-person session to support customers in signing up for TransUnion services in Yarmouth.
- Wednesday, July 9, 2025**

Hosted an in-person session to support customers in signing up for TransUnion services in Bridgewater.
- Thursday, July 10, 2025**

Hosted an in-person session to support customers in signing up for TransUnion services in Millbrook.
- Wednesday, August 20, 2025**

Submitted a recurring monthly update report to the Nova Scotia Energy Board.
- Wednesday, October 1, 2025**

Submitted monthly update report to the Nova Scotia Energy Board.
- Monday, November 3, 2025**

Submitted monthly update report to the Nova Scotia Energy Board.
- Tuesday, November 25, 2025**

Nova Scotia Power representatives appeared before Standing Committee on Natural Resources and Economic Development to discuss the cyberattack, actions taken to-date, billing, and Social Insurance Numbers.
- Monday, December 1, 2025**

Submitted monthly update report to the Nova Scotia Energy Board.
- Thursday, December 11, 2025**

Hosted an in-person billing customer support session in Yarmouth.
- Thursday, December 16, 2025**

Hosted an in-person billing customer support session in Port Hawkesbury.
- Thursday, December 18, 2025**

Hosted an in-person billing customer support session in Truro.
- Tuesday, January 13, 2026**

Hosted an in-person billing customer support session in Middleton.
- Wednesday, January 14, 2026**

Hosted an in-person billing customer support session in Digby.
- Thursday, February 5, 2026**

Submitted monthly update report to the Nova Scotia Energy Board.
- Wednesday, February 25, 2026**

Hosted an in-person billing customer support session in Guysborough.
- Thursday, February 26, 2026**

Hosted an in-person billing customer support session in Sydney.
- Thursday, March 5, 2026**

Hosted an in-person billing customer support session in Bridgewater.
- Friday, March 6, 2026**

Submitted monthly update report to the Nova Scotia Energy Board.
- Wednesday, March 25, 2026**

The Office of the Privacy Commissioner of Canada announced completion of its investigation into the cyberattack pending completion of mutually agreed-upon commitments.
- Tuesday, March 31, 2026**

Confirmed all customer Social Insurance Numbers have been permanently deleted from our systems.

Confirmed meter connections to our billing system have been restored and customer billing is returning to normal.
- Thursday, April 9, 2026**

Submitted monthly update report to the Nova Scotia Energy Board.
- Thursday, April 30, 2026**

Hosted an in-person billing customer support session in Chester.
- Thursday, May 14, 2026**

Submitted monthly update report to the Nova Scotia Energy Board.
- Thursday, May 28, 2026**

Hosted an in-person billing customer support session in Amherst.
- Friday, June 12, 2026**

Submitted monthly update report to the Nova Scotia Energy Board.
- Tuesday, June 23, 2026**

Hosted an in-person billing customer support session in Sydney Mines.
- Friday, July 10, 2026**

Submitted monthly update report to the Nova Scotia Energy Board.
- Wednesday, July 15, 2026**

Announced that late fees on overdue accounts will resume on Thursday, October 1.

Announced the launch of a new Community Energy Fund that will help eligible customers access support with their electricity bills through trusted community organizations.
- Thursday, July 31, 2026**

Completed all Equal Billing customers mid-year review adjustments.
- Tuesday, August 18, 2026**

Nova Scotia Power representatives participate in Nova Scotia Energy Board's public hearing on actions taken before, during, and after the cyberattack.