



Pamela Williams, K.C.
Chair and Chief Executive Officer
Email: pwilliams@irac.pe.ca

6/13/2025

Michelle Francis, Vice-President, Finance & CFO
Maritime Electric Company, Limited
180 Kent Street
Charlottetown, PE C1A 7N2

Dear Ms. Francis:

Re: Re: Cybersecurity measures and safeguarding customer information

The Commission is aware of a cybersecurity incident targeting Nova Scotia Power, as reported by the company on April 25, 2025, where an unauthorized third-party gained access to customer information.

On May 23, 2025, the utility provided an update on this incident and has reported that they have been targeted by a sophisticated ransomware attack. The third party has not only gained unauthorized access to customer information, but this information has been taken and published online. At this time, Nova Scotia Power is still investigating and they are contacting impacted customers with resources and support.

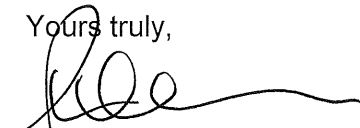
In light of this incident, the Commission is requesting information about how Maritime Electric protects customer information and data, as well as the procedures that Maritime Electric has in place should a cybersecurity attack ever occur where customer data may be compromised.

As part of the report, please confirm whether Maritime Electric collects and/or stores a customer's social insurance number, similar to NS Power's practice, or in any other context. If social insurance numbers are used, please provide the Commission with Maritime Electric's policy and practices around retention of such sensitive information.

Additionally, the Commission notes that a Cyber Risk Management Program ("CRMP") and "Cybersecurity Enhancements" are referenced in the 2025 Capital Budget. The Commission requests that information about these initiatives be included.

The Commission requests that this information be submitted no later than July 7, 2025. The Commission would like to note that, given the sensitive nature of the information requested, the response from Maritime Electric will be kept confidential.

Yours truly,

A handwritten signature in black ink, appearing to read 'P. Williams', with a long horizontal flourish extending to the right.

Pamela Williams, K.C.
Chair and Chief Executive Officer