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5. Have the authorities been notified?

Once suspicious activity was identified on January 15, 2023, QEC took immediate action by isolating the network, retaining cyber security experts, the Government of Nunavut and began investigating any impacts to personal information. Appropriate authorities have also been notified, including the RCMP and Nunavut's Information and Privacy Commissioner.

QEC has provided public notification regarding the cyberattack out of an abundance of caution, including information about what steps individuals can take to protect their personal information.

6. Is there anything I can do to protect my personal information?

QEC employees and customers have been notified about the cyberattack out of an abundance of caution and are encouraged to take steps to protect personal information. This includes changing personal passwords (such as email and online banking), monitoring bank and credit card statement information regularly, and refraining from opening email attachments that look suspicious. Strong passwords are typically long and include upper- and lower-case letters, mixed with numbers and special characters.

7. Does the cyberattack affect the power system in my community?

Power plants and energy supply continue to operate as normal. QEC has taken steps to limit any power system risks associated with cyberattacks. Nunavummiut are still able to report power related outages and emergencies to the 24-hour line by calling 1-833-313-3030.

8. Were any of the recent power outages related to the cyberattack?

Recent power outages have not been related to the cyberattack. They have largely been the result of overheating generators, breaker trips, and ravens.

9. Can I contact Customer Care regarding my QEC account?

Customer Care offices are now available for assistance in person, by phone at 1-866-710-4200, or by emailing at CustomerCare@qec.nu.ca. Please note, QEC is still unable to access some IT systems and may not be able to address every customer inquiry at this time.

10. Can I still pay my power bill?

QEC's Customer Care services are almost fully restored following an illegal cyberattack. There are now several ways to easily and safely pay for your electricity. **Please have a copy of your outstanding (or most recent) bill accessible so that payments can be processed.**

Iqaluit	Baker Lake	Rankin Inlet	Cambridge Bay	All other communities
In person at the local Customer Care office by cash, debit, credit, or cheque.	In person at the local Customer Care office by debit, credit, or cheque.	In person at the local Customer Care office by debit, credit, or cheque.	In person at the local Customer Care office by debit, credit, or cheque.	Over the phone to Customer Care (1-866-710-4200) by credit or debit.
Over the phone to Customer Care by credit or debit.	Over the phone to Customer Care by credit or debit.	Over the phone to Customer Care by credit or debit.	Over the phone to Customer Care by credit or debit.	Through online or telephone banking.
Through online or telephone banking.	Through online or telephone banking.	Through online or telephone banking.	Through online or telephone banking.	In person at a local payment agent (Northern, Co-op or bank).
In person at a local payment agent (North Mart, Arctic Ventures or bank).	In person at a local payment agent (Northern, Co-op or bank).	In person at a local payment agent (Northern, Co-op or bank).	In person at a local payment agent (Northern, Co-op or bank).	

11. What do I owe for my January 2023 power bill?

QEC is currently unable to print and mail out bills for January 2023. In the meantime, customers will be billed the same amount in January as they were billed in December 2022. Any necessary adjustments will be applied to customer accounts once systems are fully restored.

12. Is it secure to pay my power bill?

The corporation can confirm that it is safe to pay your power bill as most of QEC's billing options are through secure third party means.

13. Will there be an impact to QEC employees' pay schedule?

Employees will be paid on the next pay period as scheduled.

14. Are vendors going to be able to receive payments as scheduled?

The corporation has implemented contingency plans to ensure payments will be made, however, vendors may experience delays until IT services are restored.

15. When will the impacts of the cyberattack be resolved?

The corporation has prioritized restoring computer systems and IT services, but it is difficult to estimate recovery timelines at this stage.

16. Is QEC prepared to deal with this type of situation?

The corporation has contingency plans and emergency preparedness procedures in place that address this type of situation. All QEC teams are engaged in mitigating the impacts of the cyberattack and external experts have been engaged to support this effort. The corporation provides ongoing cybersecurity training to employees and routinely engages in various tests to assess the security of network. Unfortunately, there has been a growing number of cyberattacks affecting organizations around the world.

17. I need my power bill for the Government of Nunavut's Income Assistance program. Can QEC provide me a copy of my January 2023 bill?

The GN's Family Services department has confirmed that they will accept December 2022 power bills for Income Assistance submissions. QEC is currently unable to print and mail out bills for January 2023. In the meantime, customers will be billed the same amount in January as they were billed in December. Any necessary adjustments will be applied to customer accounts once systems are fully restored.

18. I need my 2022 QEC account summary for tax purposes. Can QEC provide me with a copy?

The corporation is currently unable to print account summaries. An update will be provided once services are fully restored.