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Qulliq Energy Corporation
Société d'énergie Qulliq
Qulliq Alruyaktuqtunik Ikumatjutiit

News Release

For Immediate Release

Qulliq Energy Corporation impacted by a cybersecurity incident

Iqaluit, Nunavut (January 19, 2023) – Qulliq Energy Corporation (QEC) was targeted in an illegal cyberattack on January 15. QEC's network was breached, and the corporation took immediate actions to contain the situation.

Outside cybersecurity experts are working alongside QEC's and the Government of Nunavut's IT teams to investigate the cause and scope of the attack.

“As soon as we learned there was a possible issue, we activated our crisis response plan to take control of the situation,” said Rick Hunt, President and CEO of QEC. “Our focus is on returning to normal operations while determining what information may have been impacted, all the while doing our utmost to serve our customers.”

Power plants continue to operate as normal. Nunavummiut can still report power-related outages and emergencies to the 24-hour line by calling 1-833-313-3030.

It is too early to determine whether the attackers were able to access any customer information. As the investigation continues, the corporation will notify any parties affected by the breach.

Out of an abundance of caution, all QEC customers are encouraged to take steps to protect personal information. Customers should monitor bank and credit card accounts regularly for unusual activity. Also consider changing personal passwords (such as email and online banking). Strong passwords are typically long and include upper- and lower-case letters mixed with numbers and special characters.

Computer systems at the corporation's Customer Care and administrative offices continue to remain unavailable at this time.

For Customer Care assistance, please call 1-866-710-4200 and leave a message on the voicemail. Inquiries will be responded to as soon as services are restored.

Customers can continue to pay their bills using cash in person at our Customer Care offices in Iqaluit and Baker Lake, through Northern/Co-op stores and local banks in all communities, and by bank transfer through telephone or internet banking services. Currently, credit card payments cannot be accepted in person or through telephone banking.

Further details will be provided as they become available. QEC thanks Nunavummiut for their understanding and apologizes for any inconvenience this may cause.

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Media Contact:

Renee Boucher
Acting Manager, Corporate Communications
Qulliq Energy Corporation
(867) 222-2075
qec-comms@outlook.com