

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: The *Public Utilities Act*

-and -

IN THE MATTER OF: an investigation pursuant to s. 19 of the *Public Utilities Act* into certain matters arising from a Joint Use Agreement between NOVA SCOTIA POWER INCORPORATED and BELL ALIANT

INFORMATION REQUESTS

To: **Blake Williams**
Senior Director, Regulatory Affairs
Nova Scotia Power Incorporated
1223 Lower Water Street
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Email: blake.williams@nspower.ca

From: The Consumer Advocate

Responses Due: **August 20, 2025**

Copies: 1 electronic copy (PDF searchable)

Contact Person: **David J. Roberts**
Consumer Advocate
Pink Larkin
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1 **Request IR-1:**

2
3 **Reference:** Exhibit N-1, Joint Use Agreement

4
5 (a) Has the Joint Use Agreement (“JUA”) been amended at any time since March 31, 1993?

6
7 (b) The JUA is now over 30 years old. Has NS Power ever engaged in a review of the JUA, at any
8 time since March 31, 1993, to determine whether the Agreement (in whole or in part) should
9 be updated or amended in any way? If so, please provide details concerning any such reviews.
10 If no such reviews have been conducted, please explain why not.
11

12 **Request IR-2:**

13
14 **Reference:** Exhibit N-4, NS Power Letter to Board re: Letter of Intent dated May 8, 2025

15
16 NS Power’s letter, and the content of the Letter of Intent, indicate that the current process changes
17 described therein are “test changes,” which may or may not be fully accepted and implemented by
18 NS Power and Bell Aliant (“Bell”).
19

20 (a) Has NS Power considered other potential alternative resolutions to address these issues
21 other than the “test changes” as described? If so, please provide details.
22

23 (b) Please describe what information NS Power intends to gather during the test period of
24 March 3, 2025 to December 31, 2025 to “review and evaluate the process and settlement
25 exercise undertaken in these initial periods, and to ensure an accurate determination of the
26 process is documented.”
27

28 **Request IR-3:**

29
30 **Reference:** Exhibit N-6, NS Power Evidence, Attachment 1 (NS Power Letter to Board dated
31 April 23, 2025), p. 4 of 5
32

33 NS Power acknowledges that its prior arrangement with Bell “led to significant delays and
34 inconsistencies in cost for customers requesting power connections in a Bell Pole Area.” However,
35 NS Power goes on to state: “As of March 3, 2025 this is no longer the case. Moving forward, NS
36 Power is no longer required to submit a work request or wait for approval before proceeding with
37 line extension or service pole work within a Bell Pole Area. The removal of this requirement for
38 this type of work should serve to alleviate most of the delays experienced by customers in these
39 areas. Although NS Power acknowledges that this will not capture all scenarios, and that the Joint
40 Use Agreement with Bell Aliant may benefit from further updates, the Company believes that this
41 is a very positive development.”
42

43 (a) How long has NS Power been aware of these delays and inconsistencies?

44
45 (b) Has NS Power collected any data that would help demonstrate the extent of these delays
46 and inconsistencies? If so, please provide. If not, please explain why not.

1 (c) Why did NS Power only make the required change to the Joint Use Agreement as of
2 March 3, 2025?

3
4 (d) Since March 3, 2025, has NS Power (i) tracked service times for power connections to
5 both NS Power and Bell poles, and (ii), if so, does the information show any
6 improvement for connection times?

7
8 (e) If the answer to (d)(i) is that NS Power has not tracked service times for power
9 connections to both NS Power and Bell Poles, then please explain why not.

10
11 (f) What other “further updates” does NS Power anticipate may be beneficial to the Joint
12 Use Agreement?

13
14 (g) What efforts is NS Power currently making to pursue further updates to the Joint Use
15 Agreement that are beneficial to customers?

16
17 **Request IR-4:**

18
19 **Reference:** Exhibit N-6, NS Power Evidence, Attachment 1 (NS Power Letter to Board dated
20 April 23, 2025), p. 4 of 5

21
22 “Work requests from large developers generally represent more complex projects and work orders.
23 With development continuing to accelerate within the province, NS Power’s Customer Care and
24 Key Accounts teams are exploring solutions to address the increased volume of complex requests
25 in an effective and efficient manner. An initiative is underway for NS Power to review complex
26 and large developer work requests and identify areas where improvements to this work order
27 process and associated communications can be made. It is expected that the results of this will
28 benefit all customers in addition to developers, as efficiency in the handling of work orders overall
29 will be assessed.”

30
31 (a) Please describe in further detail NS Power’s initiative to “review complex and large
32 developer work requests,” and clarify when the results of this review will be known
33 and any learnings implemented.