



PO Box 910 • Halifax, Nova Scotia • Canada • B3J 2W5

November 13, 2025

REDACTED

Lisa Wallace
Chief Clerk of the Board
Nova Scotia Energy Board
1601 Lower Water Street, 3rd Floor
Halifax, NS B3J 3S3

Re: M12536 – Customer Complaint – Tye Laframboise

Dear Ms. Wallace:

On October 30, 2025, NS Power received a general complaint from Tye Laframboise regarding the Company's decision not to approve overhead wires in the neighbourhood of his residence at [REDACTED], [REDACTED].

In the Nova Scotia Energy Board's (Board, NSEB) letter dated October 30, 2025, the Board directed as follows:

By copy of this letter, the Board directs Nova Scotia Power Inc. (NS Power, the Company) to file a response with the Board to the enclosed customer complaint on or before **2:00 PM on Thursday, November 13, 2025**. NS Power must also provide a copy of their response to the appellant, Mr. Tye Laframboise.

Upon receipt of Mr. Laframboise's complaint, NS Power conducted a preliminary investigation into the feasibility of providing overhead electrical service to [REDACTED]. The street is currently serviced via underground residential distribution (URD), and all homes, including Mr. Laframboise's, are presently fed underground. The homes on [REDACTED] are row houses, with each unit sharing at least one exterior wall with a neighbouring property; in the case of [REDACTED], the residence shares walls with both [REDACTED] and [REDACTED]. These shared structures, combined with individual ownership, present specific challenges related to routing service.

November 13, 2025

L. Wallace

Based on this review, overhead service cannot be approved for this location because it does not comply with the NS Power Utility Service Requirements. Standard SS-SK-03M of the Utility Service Requirements specifies that for row housing, electrical service must be provided either entirely overhead or entirely underground (see Attachment 1). A combination of both methods is not permitted. This requirement ensures installations are safe and compliant with the *Canadian Electrical Code* and the *Canadian Standard Association Standards*.

Allowing a mixed configuration of overhead and underground service introduces safety risks and complicates emergency response efforts because it makes the location of service entry points and disconnections difficult to identify. Consultation with Nova Scotia's Chief Electrical Inspector also confirmed that while an overhead service would require a weatherhead, it is unclear where one could be installed in a compliant location given the home's design and its proximity to neighbouring dwellings. The Chief's specific concerns included the location of windows within the row house, the architectural style and roof slope, and the offset nature of adjoining units. These factors are likely to present significant challenges to installing an overhead consumer service in compliance with the *Canadian Electrical Code*. These standards are developed to protect customers, contractors, and first responders by ensuring electrical services are installed in a consistent and safe manner.

NS Power notes that upgrading Mr. Laframboise's underground service to support a 200-amp panel upgrade is also an option. However, as noted by Mr. Laframboise in his correspondence to the Board on November 3, this work would require excavation along the existing service route, which runs beneath his yard and his neighbour's yard and driveway. In terms of cost responsibility, if Mr. Laframboise were to upgrade his underground wiring, he would be responsible for all costs associated with the portion of the service between the URD box and the service entrance, in accordance with Section 2.11 of the NS Power Regulations and Sections 13.4(7) and (10) of the Utility Service Requirements. NS Power remains responsible for infrastructure upgrades up to the URD box.

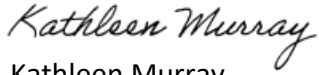
The Company recognizes the inconvenience this situation presents and regrets that the requested overhead service cannot be accommodated. Should the customer choose to proceed with upgrading the existing underground service, NS Power is available to provide guidance on the process.

November 13, 2025

L. Wallace

Please consider the enclosed information confidential due to the personal nature of the information that has been provided. NS Power has forwarded a copy of this correspondence to Mr. Laframboise by email.

Yours truly,

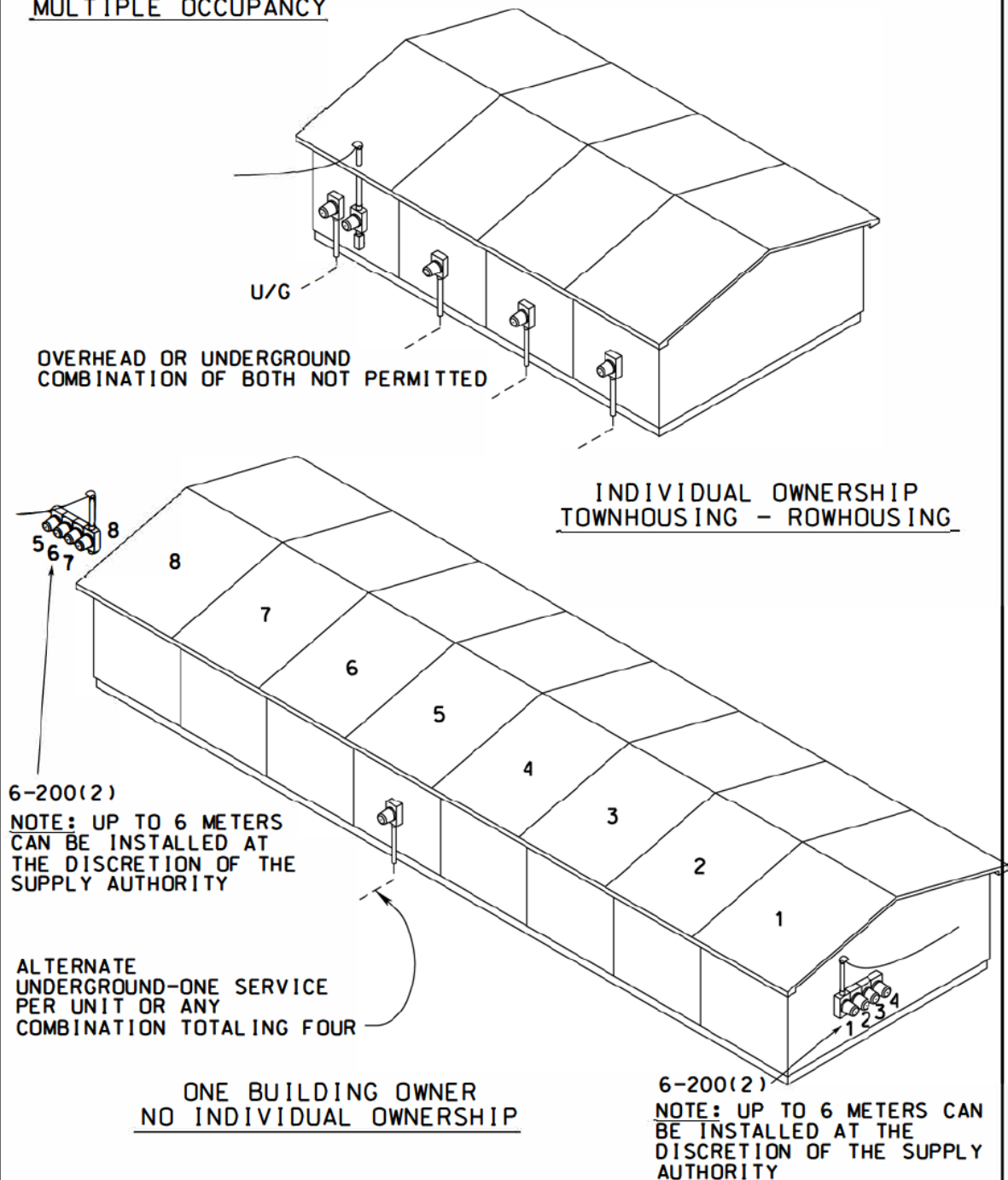
A handwritten signature in cursive script that reads "Kathleen Murray".

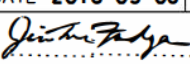
Kathleen Murray
Regulatory Counsel

Encl.

Mr. Tye Laframboise

MULTIPLE OCCUPANCY



REFERENCE				 Nova Scotia POWER An Enbridge Company	
				NSPI DISTRIBUTION STANDARD	
SCALE	NTS	UNITS NOTED	DRAWN	P. HUBLEY	
CHECKED	J. MCFADGEN	DATE	2016-03-08	W.O.	XXXX
NSPI APPROVAL:				SERVICE ENTRANCE AND METERING CONFIGURATIONS MULTIPLE OCCUPANCY	
..... 					
				SS-SK-03M	
				REV	0

DWG.NO.