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Request IR-1:

Please submit a technical report that includes the following:

- (a) Technical and regulatory restrictions to convert only the complainant's service wire to an overhead connection. Please elaborate on the safety concerns.**
- (b) All relevant technical standards and regulations.**
- (c) The site inspection records that were reviewed to determine the mentioned restrictions.**

Response IR-1:

- (a)** As set out in NS Power's Reply dated November 13, 2025, overhead service cannot be approved for this location because it does not comply with the NS Power Utility Service Requirements (Utility Service Requirements), specifically Standard SS-SK-03M, which governs service entrance and metering configurations for multiple-occupancy and row-housing developments. This standard requires that all units within a row-house block be serviced using the same method, either entirely overhead or entirely underground, and does not permit a mixed configuration.

Allowing a single overhead service in an otherwise underground development introduces avoidable safety risks. As explained in the Reply, mixed configurations create uncertainty for contractors and emergency responders, particularly during emergency disconnect situations. Disconnecting an overhead service can leave adjacent underground services energized, increasing the risk of inadvertent contact with live equipment. Uniform underground servicing provides consistent routing and predictable points of entry across all homes. Introducing overhead service to one unit disrupts this uniformity, increasing the risk of misidentification, delayed isolation, and contact with energized equipment during

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1 emergencies such as fires or electrical faults. These standards are in place to support the
2 safety of responders and the public.

3
4 (b) As noted above, the assessment of this request relied on the Utility Service Requirements,
5 including Standard SS-SK-03M, which prohibits mixed overhead and underground service
6 configurations in row-housing developments, as well as the applicable provisions of the
7 Canadian Electrical Code (CE Code) that govern service conductor clearances, termination
8 heights, and allowable points of attachment. As detailed in IR-4, compliance concerns arise
9 under CE Code Rule 6-112(4), which requires a minimum 1-metre horizontal clearance
10 from windows, and CE Code Rule 6-102, which limits utility supply conductors to the
11 single structure being served, in addition to the termination height requirements in Utility
12 Service Requirements Drawing J-ED-23M. Taken together, these requirements make a
13 safe, code-compliant overhead installation at this address infeasible. Please refer to IR-4
14 for the full technical explanation.

15
16 (c) No site inspection records were reviewed in relation to this request. A permit is required
17 under the Nova Scotia Electrical Code Regulations before NS Power can carry out an
18 inspection or consult, and a permit may only be obtained by a certified electrician. As no
19 permit was pulled and no request for an inspection or consult was submitted, NS Power
20 did not perform an inspection, and therefore no site inspection records exist.

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Request IR-2:

Please provide a cost table with itemised work details for the underground service upgrade, which includes:

- (a) A clear itemisation of all costs involved in upgrading the underground service to 200 amps.**
- (b) Specify the cost structure to identify NS Power's responsibility and homeowner's responsibility.**

Response IR-2:

- (a) The customer did not proceed with a defined scope of work that would allow NS Power to produce a detailed cost estimate for upgrading the underground service. As noted in NS Power's Reply, the work required on the utility side is limited to potential infrastructure upgrades up to the URD box. Based on NS Power's initial assessment and standard assumptions, any necessary utility-side work would be expected to fall within the free service allowance.

All upgrades to the customer-owned electrical system, from the URD box to the service entrance, are the responsibility of the homeowner. These upgrades depend on the customer's chosen design, installation method, construction timeline, and selected contractor. Accordingly, NS Power cannot provide itemised costs or work details for customer-owned infrastructure.

- (b) As noted above and in NS Power's Reply, NS Power's responsibility includes infrastructure up to the URD box. Any required utility-side upgrade associated with supporting a 200-amp service would be expected to fall under the free service allowance. The homeowner's responsibility includes all costs and work associated with upgrading the

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1 service from the URD box to the service entrance, in accordance with Section 2.11 of the
2 NS Power Regulations and Sections 13.4(7) and (10) of the Utility Service Requirements.

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Request IR-3:

(a) Provide a copy of the original service agreement between NS Power and the developer or first owner, confirming the service type and relevant terms.

(b) Provide the initial electrical service installation to customers on [REDACTED]

Response IR-3:

(a) NS Power does not have a copy of the original service agreement for this property. The premises record indicates that the site was created on October 1, 1978, and NS Power's historical records do not extend far enough to capture documentation from the time of original construction or initial connection.

The only available records associated with this premises show that the service was disconnected and subsequently transferred to Mr. Laframboise on December 10, 2024.

(b) Please refer to Confidential Attachment 1.

**Laframboise Customer Complaint IR-3 Attachment 1 has
been removed due to confidentiality.**

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Request IR-4:

Please provide the formal communication records between the Chief Electrical Inspector and NS Power, including copies of any correspondence or formal statements relating specifically to the application property.

Response IR-4:

Please note that the reference to the “Chief Electrical Inspector” in the Company’s earlier filing referred to NS Power’s Chief Electrical Inspector, not the Provincial Chief Electrical Inspector.

The review of the application property was conducted jointly by NS Power’s Chief Electrical Inspector and the Regional Engineering Manager via a Microsoft Teams meeting. During this review session, the participants shared screens and examined the site using the NS Power GIS system in combination with Google Street View. No emails or other written correspondence were exchanged as part of this assessment.

During the review, the customer’s residence was evaluated using a Google Maps image to determine whether an overhead service mast installation could meet the clearance and termination requirements under the CE Code and Utility Service Requirements. Due to the proximity of the structure to adjacent homes and the height and location of nearby window openings, a compliant overhead service installation is not feasible.

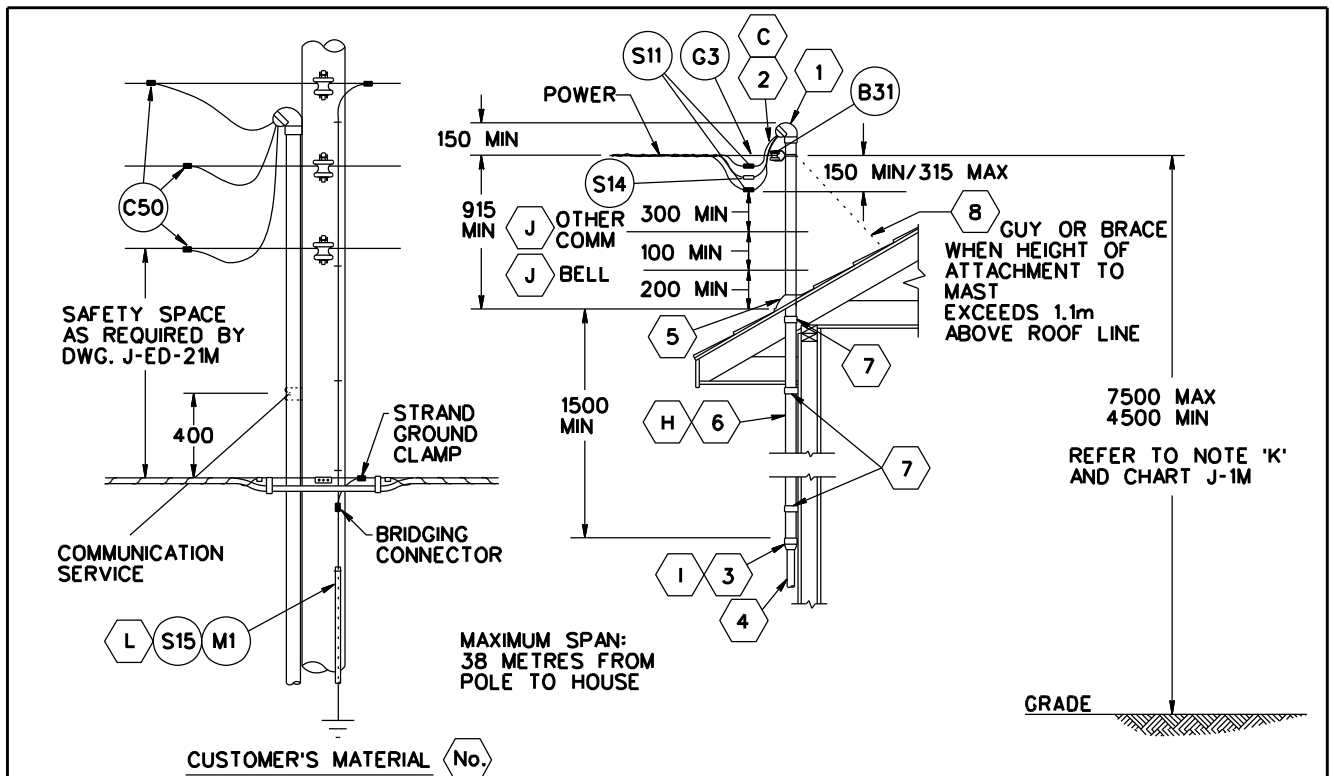
NS Power assessed the required mast height, routing of the consumer’s service conductors, and the clearance requirements relative to neighbouring windows. In accordance with CE Code Rule 6-112(4), both utility and consumer service conductors must maintain a minimum horizontal clearance of 1 metre from any window. Given the building’s design and dormer windows, any feasible mast placement would result in the conductors passing too close to adjacent windows. To achieve the 1-metre horizontal window clearance, the service raceway would need to be installed either: below 4.5 metres, or above 7.5 metres, neither of which complies with the Utility Service

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1 Requirements Drawing J-ED-23M (attached as IR-4 Attachment 1), as these configurations would
2 result in a non-compliant termination height and service attachment point.

3
4 Based on the structure's unique design and the narrow lateral spacing between neighbouring
5 buildings, it is likely that the property was originally supplied via an underground residential
6 distribution (URD) system to avoid these overhead clearance limitations.

7
8 The only hypothetical configuration that might achieve the necessary clearances would involve
9 attaching the mast to a neighbouring structure. This is not permitted under CE Code Rule 6-102,
10 which prohibits installing utility supply conductors on a structure unless it is the single, completely
11 self-contained structure being served.



- | | |
|--|---|
| 1. SERVICE HEAD | 6. MAST SUPPORT MEMBER |
| 2. SERVICE ENTRANCE CONDUCTOR, INSULATED | 7. SERVICE MAST CLAMP, GALVANIZED, 2 1/2" |
| 3. OFFSET CONDUIT REDUCER | 8. 6mm GALVANIZED STEEL WIRE |
| 4. RIGID CONDUIT | 9. METER BASE |
| 5. ROOF FLASHING | |

NOTES:

- A. THE CUSTOMER SHALL BE RESPONSIBLE FOR INSTALLING THE SERVICE BRACKET AND THE MAST IN A LOCATION SATISFACTORY TO BOTH THE INSPECTION DEPT. AND THE SUPPLY AUTHORITY, AND ENSURING THE ATTACHMENT WILL SUPPORT A HORIZONTAL LOAD OF 3kN.
- B. MATERIAL REQUIRED FOR SERVICE ATTACHMENT SHALL BE SUPPLIED BY NSP.
- C. CUSTOMER'S SERVICE ENTRANCE CONDUCTORS SHALL EACH EXTEND NOT LESS THAN 750mm BEYOND THE SERVICE HEAD.
- D. SERVICE ATTACHMENT SHALL BE INSTALLED A MINIMUM OF 150 mm BELOW THE SERVICE HEAD.
- E. DRIP LOOP ON SERVICE CONDUCTOR TO BE LEFT AT THE POLE AND HOUSE CONNECTION.
- F. REFER TO CHART SS-1M FOR RECOMMENDED SIZES OF TRIPLEX CABLE TO BE USED.
- G. ANCHORING AND GUYING TO BE IN ACCORDANCE WITH SECTION 'A'.
- H. 2 1/2" GALVANIZED STEEL MAST TUBING OR 2 1/2" MINIMUM GALVANIZED RIGID STEEL CONDUIT ARE ACCEPTABLE AS SERVICE MASTS. RIGID ALUMINUM CONDUIT IS NOT ACCEPTABLE.
- I. ITEM No. 3 IS NOT REQUIRED WHEN THE MAST IS CONNECTED DIRECTLY TO A 2 1/2" HUB ON THE METER CONNECTION BOX.
- J. COMMUNICATION DROP WIRE MAY BE ATTACHED TO THE MAST WITH MINIMUM CLEARANCES AS SHOWN.
- K. AT THE DISCRETION OF THE NSP FIELD ENGINEER, OR THEIR REPRESENTATIVE, AND BELL DISTRICT MANAGER (O.P.E.) OR THEIR REPRESENTATIVE, MINIMUM SERVICE ATTACHMENT HEIGHT MAY BE INCREASED OR DECREASED TO MEET CLEARANCE REQUIREMENTS UNDER MAXIMUM SAG CONDITIONS AS SPECIFIED IN CHART J-1M.
- L. FOR GROUNDING DETAILS REFER TO DWG. J-ED-13M.
- M. ALL DIMENSIONS ARE IN MILLIMETERS UNLESS OTHERWISE SHOWN.

NSPI & BELL CANADA JOINT-USE DISTRIBUTION STANDARDS**JOINT-USE CLEARANCES SERVICE ATTACHMENTS FOR SINGLE FAMILY DWELLINGS**

<i>Jim McFadgen P. Eng.</i> FOR NSPI: JIM MCFADGEN, P.ENG <i>Stephen Cumming</i> FOR BELL: STEPHEN CUMMING, P.ENG	DRAWN: M.HALASZ
	REV DATE: 2022-05-20
	STD NO: J-ED-23M
	SHT: 1 OF 1

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Request IR-5:

Please provide drawings to identify the location of the URD Box, the expense of converting the service to 200 amps, and the responsibilities of each party.

(a) Identify the precise location of the URD box and distance to the property.

(b) Breakdown of the expense responsibilities for the upgrade from the URD box to the property, and service pole to the URD box. Explain which party would be responsible for each section of the work.

Response IR-5:

(a) Please refer to IR-3 Confidential Attachment 1. As shown, The URD box is located approximately 2 feet from the service pole, and the pole is situated in front of [REDACTED]

(b) Responsibility for the service upgrade is determined by Section 2.11 of the NS Power Regulations and Sections 13.4(7) and (10) of the Utility Service Requirements. As described in NS Power's Reply, NS Power is responsible for the utility-owned infrastructure up to the URD box, and the homeowner is responsible for all customer-owned infrastructure from the URD box to the service entrance.

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Request IR-6:

Please provide an explanation of broader conversion feasibility.

(a) Explain the minimum configuration of electrical service for [REDACTED] properties to avoid safety concerns, include maps or schematics.

(b) Expand the conversion to the overall [REDACTED]

(c) Explain if a collective conversion is technically feasible, and the estimated process.

(d) Information on the process, requirements, and past examples for similar cases.

Response IR-6:

(a) For row-housing and similar multi-unit developments, the minimum configuration to mitigate safety risks is a uniform service method across the entire block, either fully underground or fully overhead. As noted in IR-1, mixed configurations are not permitted under the Utility Service Requirements, Standard SS-SK-03M, which governs service entrance and metering for multiple-occupancy and row-housing developments.

NS Power cannot produce maps or schematics without a defined design scope, as preparing such materials requires confirmed, code compliant customer attachment points.

(b) As noted in IR-4, an overhead service to [REDACTED] is not feasible based on the site configuration. The other structures on [REDACTED] share a similar design style and layout. As a result, it is expected that the same technical challenges and safety concerns would apply across the remaining properties. Expanding to an overhead configuration across [REDACTED] would require street-wide re-engineering, including new poles and/or anchors located in driveways or on neighbouring parcels. This would necessitate additional

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1 easements, affect drive-aisle function and parking, and create conflicts with clearances,
2 termination heights, and points of attachment governed by the CE Code and the Utility
3 Service Standards. On that basis, a conversion to overhead across [REDACTED] is viewed
4 to be not technically feasible.

- 5
6 (c) For the reasons discussed above, a collective conversion to overhead service for [REDACTED]
7 [REDACTED] is not viewed to be technically feasible.

- 8
9 (d) NS Power can provide process guidance for defined, site specific scopes where the
10 necessary permits, consents, and engineering inputs are in place. In this case, however, a
11 conversion to overhead service is not viewed as technically feasible for the reasons outlined
12 above. As a result, NS Power is not able to provide process steps or assessments based on
13 hypothetical scenarios or assumptions that cannot be supported through site specific
14 engineering.