



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 251217003

Submitted on: Wednesday, December 17 2025 at 05:45:39 PM (AST)

Contact Information

Name on account: Terri Sampson

Account number: *****

Business contact:

Account address:

Address 1: *****

Address 2: *****

City: *****

Province: *****

Postal code: *****

Country: *****

Email Address: *****

Mailing address:

Address 1: *****

Address 2: *****

City: *****

Province: *****

Postal code: *****

Country: *****

Telephone number: *****

Alternate phone number: *****

Complaint Information

DRO made decision on: December 17 2025

Type of complaint: Connection/Disconnection/Reconnection

Additional details:

To whom this will concern: We had our scope done this past June to hook up power at our lot in Ashdale, NS. At that time, the regional planner set markers painted stakes for pole and guy wire placement on our property. Further, a lot survey and easement plan was obtained (at our cost obviously) from Strum Engineering, followed with us getting a lawyer and landowner consult at that time for another guy wire that was needed to support a pole across the highway from our lot. That easement was completed, sent to NSP Planner David MacIntosh. It was registered on line July 24th, I have the e receipt. For some reason I was told in late November by Construction at NSP that for this easement was left as 'incomplete' /not submitted with planning, despite NSP having it since July when I ensured it was sent in and received. We got that snafu straightened out only by our own repeated calls and perseverance with NDP. We paid for and received a building permit November 10th to install a temporary power stack, traveled 300 kms across Nova Scotia to buy an approved stack, got it installed, and that was inspected by NSP on November 25th.

We were told our power would be hooked up in *within* TEN BUSINESS DAYS following inspection. Was it? A residence less than a half mile up that highway that put in a temp stack AFTER US already has power, yet we have no power, no poles, no contact from NSP or expectation of resolution. It's been 16 business days with no update, no information. We can't do work on our site without power. After more calling and waiting sometimes over an hour for construction, we were told that 'the contractor has not installed the poles'. Yes, we know. We know because we must drive 1.5 hours from our home in Cape Breton to our lot in Ashdale to discover this, because of course we've received no advance call for a scheduled hookup. This has been escalated of course. We were told 2 days ago another contractor was going to be contacted to do the pole install. I called again today December 17th, to be told there's not even an update of *if* another contractor has been called to install the poles, let alone that it's been scheduled. This just isn't acceptable that not only are others getting their power before us, but that we should have to call for status updates or escalations.

We were promised a callback following the initial escalation - as a former Quality Analyst for BOA, United Airlines, and Petro Canada, I can tell you that not contacting a client a week following an escalation, even if it's only to state, 'we haven't forgotten you, this is where things stand', is poor service by NSP. I think it is reasonable for us as customers to expect to hear from NSP Dispute Resolution by Friday December 19th with a firm update, one including confirmation that a pole install contractor HAS indeed been contacted, a date set for pole and guy wire install, and a date to expect meter install and power hookup. Teralee & Joey Sampson

How do they want the complaint resolved?

We would like a firm date for our power pole installation and hookup, with connection to occur some time in the next 21 days.

Supporting documents uploaded:

- Screenshot_20251217_173707_Gmail.jpg
- Screenshot_20251217_173716_Gmail.jpg