



General Complaint - NS Power and municipal electric utilities

Reference Number: 260211002

Submitted on: Wednesday, February 11 2026 at 11:58:45 AM (AST)

Contact Information

Name on account: Christine J Cameron

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

Type of complaint: Other

Additional details: We have previously asked NS Power to cut trees that have the potential to damage power lines. Our home and transformer are the following distances from the main road, transformer is approx 255 feet and from the transformer to our home is approx 120 feet from the transformer. We have attempted to remove trees from near the lines for many years but the job has gotten on top of us and now we feel there is more risk in the trees between the road and the transformer, being the high tension lines. We did request tree removal and were told that the trees were not close enough to be removed. However, the NS Power website states that it is the responsibility of NS Power to remove trees near the high tension lines. We were told if we removed them and there was damage, we would be responsible. We have removed trees as best as we can but the remaining ones are too risky for us to feel confident enough to remove. Since this is stated to be the responsibility of NS Power and we are not happy with the potential risk they may cause, we are asking that this issue be sorted.

Did they contact the utility? Yes

How did the utility respond?

How do they want the complaint resolved? We want NS Power to send out a crew to drop the trees that we deem a risk to our power lines between the main road and the transformer (being high tension lines).

Supporting documents uploaded: