



General Complaint - NS Power and municipal electric utilities

Reference Number: 260217001

Submitted on: Tuesday, February 17 2026 at 08:31:23 PM (AST)

Contact Information

Name on account: BRANDON E SMITH

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: Service Reliability/Outages

Additional details: I am reporting chronic and persistent "momentary interruptions" (recloser events) where power cuts out completely for 1-2 seconds and then restores. This has occurred multiple times daily and nightly for the past 45+ days, most recently at 12:00 AM on February 17, 2026. Technical Basis for Board Investigation: Performance Standards Violation: Feeder 91W-411 was officially cited in the 2024/2025 Performance Standards Report for failing CKAIID targets with a result of 31.812, nearly double the target of ≤ 19.00 . The current interruptions suggest this circuit remains a "Problem Feeder" and is not meeting the Board-mandated reliability recovery targets for 2026. Medical Necessity: As of March 23, 2026, this residence will require stable power for a CPAP medical device. The current frequency of "trips" poses a direct risk to the operation of life-sustaining medical equipment. Grid Instability: I noted that Feb 17 interruptions coincided with a reported "Damage to Overhead Equipment" outage in the Haley Road/Forest Street area of Yarmouth. This suggests the Arcadia branch is highly susceptible to faults occurring on the primary town lines.

Did they contact the utility? Yes

How did the utility respond?

How do they want the complaint resolved? I request that the Board direct Nova Scotia Power to conduct a technical audit of the recloser settings, insulator conditions (salt contamination), and vegetation management on the 91W-411 Arcadia branch to ensure stability before my medical equipment is commissioned on March 23.

Supporting documents uploaded: