

March 4, 2026

Crystal Henwood
Clerk of the Board
Nova Scotia Energy Board
1601 Lower Water Street, 3rd Floor
Halifax, NS B3J 3S3

Re: M12710 – Customer Complaint – Brandon Smith

Dear Ms. Henwood:

On February 17, 2026 the Nova Scotia Energy Board (Board, NSEB) received a general complaint from Brandon Smith about his power quality.

Mr. Smith noted that he experienced chronic and persistent momentary interruptions (recloser events) where his power cuts out for 1-2 seconds before restoring and expressed concern about the momentary power interruptions because someone at his residence will be using a CPAP machine as of March 23, 2026.

Following receipt of Mr. Smith's complaint, the Board wrote to NS Power on February 18, 2026 and directed as follows:

By copy of this letter, the Board requests NS Power to file a response with the Board to the enclosed complaint on or before **2:00 PM on Wednesday, March 4, 2026**. NS Power must also provide a copy of their response to the complainant.

NS Power's response to Mr. Smith's reliability concerns and information about NS Power's Critical Customer Care Program are provided below.

Momentary Interruptions

First, NS Power would like to apologize for the momentary interruptions Mr. Smith has experienced and acknowledges that such interruptions are frustrating and inconvenient. However, momentary interruptions as described by Mr. Smith are caused by the operation of the reclosers on the lines, which prevent longer outages

and can minimize the impact of electrical faults or damage. Reclosers operate in response to issues such as high winds, tree contacts, ice on power lines, wildlife interference, vehicle accidents, and damaged equipment. While such incidents cannot always be prevented, the reclosers operate to protect customers and equipment from larger and more impactful outages which would be caused by the events.

NS Power monitors approximately 400 feeders across the province for both outage frequency and duration, and is continuing important reliability work in communities to ensure customers have service they can count on.

After reviewing Mr. Smith's complaint, NS Power consulted with the local Energy Delivery Supervisor as well as the Regional Engineering and Reliability teams to investigate outages on his feeder.

NS Power's records show that Mr. Smith's residence is located on feeder 88W-323, which serves approximately 1,400 customers. According to NS Power's AMI and substation SCADA data, in the last several months there were three outages recorded on Mr. Smith's feeder: November 28, 2025; January 3, 2026; and February 16, 2026.

Mr. Smith noted that the momentary power interruptions appeared to coincide with a reported outage caused by damage to overhead equipment in the Haley Road / Forest Street area of Yarmouth on February 17, 2026. The outage which Mr. Smith referred to occurred overnight from February 16 to the early morning of February 17, 2026 and was caused by equipment failure at the Yarmouth Airport. The outage resulted in a momentary outage to the entire feeder, including Mr. Smith's location, before it was isolated to 116 customers.

NS Power has investigated the voltage at Mr. Smith's property, along with the neighbouring customers and has not identified any power quality issues aside from the three instances listed above. Mr. Smith's voltage level is acceptable and consistent with that of neighbouring customers.

Mr. Smith indicated that he believes his residence is served by feeder 91W-411, which he understood to be a problem feeder. As noted above, Mr. Smith is served by a different feeder (88W-323), which is not considered a problem feeder. With respect to feeder 91W-411, NS Power acknowledges that the circuit was being monitored in 2025 as part of the regulated performance standards and the utility is working to address outage duration on that specific feeder.

NS Power encourages Mr. Smith to contact the utility directly if he experiences further momentary interruptions or outages in future.

Critical Customer Care Program

NS Power has a Critical Customer Care Program for customers who use electric-powered medical equipment in their homes. The Critical Customer Care program does not guarantee uninterrupted service, but it does provide the following information to customers so that they can be as prepared as possible for power outages:

- Advanced notice of planned power outages
- Customer contact during unplanned power outages which are expected to last more than four hours, along with information about the cause(s) of the outage and the estimated restoration time
- Updates on restoration time if the situation changes during the outage

Customers may enroll in the program by contacting NS Power at 1-800-428-6230, and NS Power encourages Mr. Smith to do so.

Yours truly,

A handwritten signature in blue ink, appearing to read 'Jennifer Ross', with a stylized, cursive script.

Jennifer Ross
Director, Regulatory Planning & Compliance