

From: [REDACTED]
To: [Penney, Nicole](#)
Cc: [Sofia Reiner](#); [Carley Freeman](#); [Chris Lanteigne](#); [Forsey, Lisa](#); [Wallace, Lisa](#); [Nakhatovych, Maryna](#); [Murray, Kathleen](#); [Ross, Jennifer](#); [Williams, Blake](#)
Subject: Subject: Response to Exhibit S-2 (Nova Scotia Power Inc. Filing)
Date: March 16, 2026 9:19:20 AM
Attachments: [signature.asc](#)

Date: March 16, 2026
To: Nicole Penney / Lisa Wallace, Chief Clerk of the Board
From: Brandon Smith
Matter No: M12710

Dear Ms. Wallace,

Please accept this letter as my formal response to the information provided by Nova Scotia Power Inc. (NSPI) on March 4, 2026 (Exhibit S-2).

While I appreciate the technical clarifications provided, I wish to address the following points regarding the reliability of service at my residence in Arcadia:

Feeder Identification: I accept the utility's clarification that my residence is served by Feeder 88W-323. While this is a different circuit than originally identified in my initial filing, the symptoms of grid instability remain the core of this complaint.

Symptoms of Instability vs. SCADA Logs: NSPI reports only three "sustained" outages since November 2025. However, the equipment failure at the Yarmouth Airport on February 16, 2026, caused a significant voltage event that had a physical impact on my home. Specifically, this event triggered a recurring audible alert from electronic equipment within my residence that began immediately following the February 16th outage. This symptom indicates that the grid volatility was severe enough to affect home electronics, regardless of whether the utility's SCADA monitoring captured it as a "sustained" event.

Medical Necessity and Commissioning: I am scheduled to begin treatment using a CPAP medical device on March 23, 2026. Stability on the 88W-323 line is now a matter of medical necessity. While I have registered for the Critical Customer Care Program, that program is reactive. My requirement is for a proactive assurance of stability during my sleep apnea treatment.

Requested Action:

Because of the upcoming medical commissioning on March 23rd, I respectfully request that the Board keep this matter open for a 30-day "monitoring period." This will allow for a documented period of performance on the 88W-323 line to ensure the utility's recent repairs have resolved the underlying volatility before my medical equipment is reliant on the grid.

Sincerely,
Brandon Smith

[REDACTED]