

May 19, 2026

Brandon Smith

Dear Mr. Smith:

M12710 - Nova Scotia Power (NS Power) Complaint - Service Reliability - Brandon Smith

The Board has completed its review of the above-noted complaint regarding power quality and momentary interruptions affecting your residence.

It acknowledges the concerns raised in your correspondence, including the impact that momentary interruptions may have on sensitive electronic and medical equipment. The Board also acknowledges NS Power's response outlining the operation of feeder protection equipment, the investigation undertaken regarding feeders 91W-411 and 88W-323, and the information provided respecting the Critical Customer Care Program.

Further, the Board notes your March 16, 2026, request that the matter remain open for a 30-day monitoring period in light of the anticipated commissioning of your Continuous Positive Airway Pressure (CPAP) device. The requested monitoring period has now elapsed.

The Board is satisfied that NS Power investigated the concerns raised, provided clarification regarding the feeder serving the property, and advised of the programs and processes available should future reliability concerns arise.

Accordingly, this matter is now closed. Should you experience additional or persistent service quality concerns in the future, you may continue to report them directly to NS Power.

Yours very truly,



Darlene Willcott, LL.B.
Member