

From: Greg Nichols [REDACTED]
Sent: March 24, 2026 3:34 PM
To: Wallace, Lisa <Lisa.Wallace@novascotia.ca>
Cc: Jiang, Chris <Chris.Jiang@novascotia.ca>; Carvery, Kim <Kim.Carvery@novascotia.ca>; Penney, Nicole <Nicole.Penney@novascotia.ca>; Blake Williams <Blake.Williams@nspower.ca>; Carley Freeman <carley.freeman@nspower.ca>; Chris Lanteigne <chris.lanteigne@nspower.ca>; Jennifer Ross <jennifer.ross@nspower.ca>; Kathleen Murray <kathleen.murray@nspower.ca>; Lisa Forsey <lisa.forsey@nspower.ca>; Sofia Reiner <sofia.reiner@nspower.ca>
Subject: Re: M12730 NSPI Complaint - Infrastructure Concerns - Greg Nichols

**** EXTERNAL EMAIL / COURRIEL EXTERNE ****

Exercise caution when opening attachments or clicking on links / Faites preuve de prudence si vous ouvrez une pièce jointe ou cliquez sur un lien

Gemini said

Apologies for my late reply. I am writing to formally respond to the Power Quality Report and the correspondence from Nova Scotia Power dated March 9, 2026.

I accept the findings of the data logger investigation, which confirmed that service voltage at my residence dropped to 106V during the January cold snap. While NSPC maintains this is within "Extreme Operating Limits," I wish to place on the record that sustained operation at the absolute floor of the regulatory range is borderline unacceptable for a modern residential service and presents a documented risk to my property.

Observations on the Findings:

- **Grid Capacity:** The report admits that the 106V drop was a result of "exceptional system loading" on the Tidewater Substation and Feeder 92H-331. This confirms my previous assertion that regional infrastructure has not kept pace with the 400% growth in the Glen Haven Estates area and the Tantallon area.
- **Equipment Stress:** While NSPC characterizes these as "brief drops," they occurred during the exact periods when my expensive ducted heat pump and well pump were under the highest mechanical stress. Operating at 106V forces these motors to pull excessive current, causing internal heat and shortening the lifespan of approximately \$4,000 in HVAC equipment.
- **Infrastructure Responsibility:** I reject the implication that "high demand inrush" from my equipment is a contributing factor to be managed by the customer. A

healthy, properly-sized grid must be able to absorb standard residential motor starts without crashing to the extreme service floor.

Conditions for Resolution: In light of the committed **2026 Capital Projects** (Tidewater Substation transformer replacement and the construction of the fourth feeder), I am prepared to move toward a resolution of this file, subject to the following:

1. **Timeline Commitment:** I request that NSPC provide the Board and myself with a projected completion date for the Tidewater Substation and Feeder 92H-331 upgrades.
2. **Contingency Transparency:** NSPC mentioned a "contingency plan" should these projects be delayed. I request a summary of the specific technical steps that will be taken to stabilize the voltage before the November 2026 heating season.
3. **Ongoing Monitoring:** I will continue to monitor voltage levels. Should the voltage drop into Range B (below 110V) during future weather events prior to the completion of these upgrades, I reserve the right to immediately re-open this complaint and seek damages for any resulting equipment failure.

I request that the Board keep this file "Open for Monitoring" until NSPC provides a final confirmation that the promised infrastructure improvements are operational.

Thank you,

[REDACTED]