

April 28, 2026

Greg Nichols

Dear Mr. Nichols:

M12730 – Nova Scotia Power Inc. DRO Appeal – Infrastructure Concerns (Greg Nichols)

On March 3, 2026, you filed a complaint with the Nova Scotia Energy Board (Board) regarding a Nova Scotia Power Inc. (NS Power) investigation of voltage issues at your residence. In your complaint, you explained that you experienced low voltage issues in your home. You are seeking a resolution to the voltage issue and acknowledgement from NS Power for its responsibility related to accelerated equipment aging in your home resulting from these voltage problems.

The Board reviewed the following information in completing its assessment of this matter:

- Your complaint dated March 3, 2026;
- NS Power's reply to your complaint dated March 9, 2026;
- Your response to NS Power's reply received on March 24, 2026; and
- NS Power's response to Board staff Information Requests (IRs) received April 17, 2026.

In response to your complaint, NS Power confirmed that after receiving the complaint, it has replaced your service conductor to improve voltage performance. In addition, NS Power installed a meter-base voltage data logger in January 2026 to further investigate the power quality issue. Based on the results of its data logger analysis, NS Power acknowledged that your home experienced lower than normal range voltage issues during extended cold weather events in the monitoring period of January 15 to February 12, 2026. However, NS Power stated that the service voltage during the period remained within acceptable extreme voltage limits. NS Power provided a copy of the Power Quality Report to highlight the voltage fluctuation during the January cold weather events.

NS Power further explained that the low voltage issue was caused by overloading of distribution feeder 92H-331 rather than your own loading. NS Power also noted that it intends to complete several capital projects to resolve the feeder overload issue and ultimately resolve the voltage issues. These projects include the Tidewater Substation and Feeder 92H-331 Upgrade project.

In your response to NS Power's reply, you inquired about the proposed timeline for the Tidewater Substation and Feeder 92H-331 Upgrade project. You also asked that NS Power

provide a summary of its contingency plan to solve voltage issues, and ongoing power quality monitoring.

In response to IR-1 and IR-2(a), NS Power explained that its Standard V-1M represents similar requirements to the CSA standard CAN-C-235-19 for single phase residence service. NS Power provided a table from its Standard to indicate “Normal” voltage, which is considered to be between 110V to 125V, while “Extreme” voltage ranges from a minimum 106V to a maximum 127V. NS Power stated that neither NS Power’s *Regulation* nor the named CSA standard identify a time limitation for operating under extreme voltage conditions.

Further in its response to IR-2(b), NS Power noted that although there are no voltage monitoring devices currently installed on feeder 92H-331, there is a real-time remote voltage monitoring device on the primary circuit for 92H in the substation. However, NS Power is in the process of installing remote voltage and current monitoring devices on each feeder.

In response to IR-5, NS Power described its contingency plan to address power quality issues while awaiting the completion of the proposed capital projects, including:

... transferring load to another supply and increasing supply into larger subdivisions such Bailee Dr by reconductoring or splitting load. NS Power completed extensive load balancing on the feeder in 2025; however, additional assessment in 2026 is possible to identify further improvements, if deemed necessary.

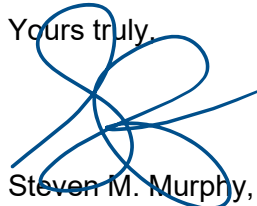
[Exhibit N-4, RIR-5, p.1]

Based on the above, the Board finds that the voltage issue related to your complaint is due to an overall feeder overload and will require NS Power’s time and resources to completely resolve the issue. The Board is satisfied that NS Power has an appropriate plan in place to further investigate and address the voltage issue. The Board notes that NS Power has submitted an application for the 92H feeder expansion project to the Board for approval.

Regarding your request that NS Power acknowledge and accept liability for accelerated equipment wear in your home caused by documented undervoltage, the Board notes that this is outside the jurisdiction of the Board.

Notwithstanding the above, the Board directs NS Power to install proposed individual feeder voltage monitoring devices, as indicated in its response to IR-2(b)(ii). Further, the Board directs NS Power to install power quality monitoring devices on the secondary voltage supply of feeder 92H-331 and to continue monitoring voltage conditions. The Board also directs NS Power to file a plan identifying the company’s schedule to install these voltage monitoring devices. The plan is to be filed with the Board by June 30, 2026.

Yours truly,



Steven M. Murphy, MBA, P.Eng.
Member

