

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: THE PUBLIC UTILITIES ACT

- and -

IN THE MATTER OF: A COMPLAINT by a customer of **NOVA SCOTIA POWER INC.** –
Greg Nichols – Infrastructure Concerns

NON-CONFIDENTIAL INFORMATION REQUESTS

To: **Nova Scotia Power Inc.**
Jennifer Ross
Director, Regulatory Planning & Compliance
By Email: jennifer.ross@nspower.ca

From: **Nova Scotia Energy Board**
Board Staff

Responses Due: **Thursday, April 23, 2026**

Copies: 1 electronic copy (PDF searchable)

Contact Person: **Chris Jiang, P.Eng.**
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Nova Scotia Energy Board
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Issued at Halifax, Nova Scotia, this 31st day of March 2026.



Lisa Wallace, Chief Clerk of the Board

1 **Request IR-1:**

2 Please provide copies of NS Power's standards and any applicable CSA and CEC standards,
3 guiding operation under nominal and extreme voltage conditions.
4

5 **Request IR-2:**

6 a. Please confirm the maximum acceptable durations for operation under extreme voltage
7 conditions.

8 i. Please explain whether the logged extreme voltage events are consistent with NS
9 Power's standards and applicable CSA and CEC standards.

10 b. Please confirm whether NS Power normally has real-time voltage and current monitoring
11 devices installed on primary and/or secondary systems of the feeder 92H-331.

12 i. If yes, please identify the location of any such devices and how NS Power
13 accesses the data, remotely or locally.

14 ii. If no monitoring devices are currently installed, please indicate whether NS Power
15 has plans to install monitoring devices, including anticipated timing and scope.
16

17 **Request IR-3:**

18 a. Please explain the reasons for NS Power's replacement of the service wire and confirm
19 the type and size of service wire.

20 b. Please explain how the replacement addresses the voltage issue.
21

22 **Request IR-4:**

23 a. Please indicate the location of the power quality monitoring device and the approximate
24 distance between the device and the customer's main panel.

25 b. Please explain the difference between the Ch1 log and the Ch2 log.
26

27 **Request IR-5:**

28 In the response to the complaint, NS Power identified several major projects as a long-term
29 corrective action and referenced a contingency plan in the event of project delays.

30 a. Please explain NS Power's contingency plan to address the identified voltage issues.

31 b. Please explain NS Power's plan to continue monitoring voltage levels in the region to
32 ensure that the corrective actions are implemented as planned and in a timely manner.
33

Request IR-6:

- a. Please indicate whether the primary circuit serving the complainant's area is single-phase or three-phase.
- b. If the circuit is single-phase, please indicate whether NS Power has plans to expand it to three-phase to balance the load.
- c. If the circuit is three-phase, please indicate whether NS Power has carried out load-balancing activities.