

June 30, 2026

Lisa Wallace
Chief Clerk of the Board
Nova Scotia Energy Board
1601 Lower Water Street, 3rd Floor
Halifax, NS B3J 3S3

Re: M12730 – Customer Complaint – Greg Nichols – Compliance Letter

Dear Ms. Wallace:

On April 28, 2026, the Nova Scotia Energy Board (NSEB, Board) issued its decision on Mr. Greg Nichols' complaint (M12730) and directed Nova Scotia Power Inc. (NS Power, Company) as follows:

“[...] 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.”

Please accept NS Power's response below.

Individual Feeder Voltage Monitoring Devices

With respect to the Board's first directive, NS Power confirms that the individual feeder voltage and current monitoring devices referenced in IR-2(b)(ii) have been installed and are operational on feeder 92H-331. These devices have remote communication capability and enable real-time monitoring of voltage and current on the feeder.

Power Quality Monitoring Devices on Secondary Voltage Supply

With respect to the Board's directive to "install power quality monitoring devices on the secondary voltage supply of feeder 92H-331," NS Power respectfully seeks to clarify the monitoring capabilities currently available and proposes an approach that

achieves the Board's objectives.

NS Power restored Advanced Metering Infrastructure (AMI) remote connectivity to its systems as of March 31, 2026. This capability provides voltage data at individual customer service points, including Mr. Nichols' residence. The AMI data allows NS Power to monitor customer-side voltage conditions on an ongoing basis and to identify voltage fluctuations in near real time.

The Company submits that the combination of real time primary feeder monitoring (now installed) and AMI-enabled customer meter voltage monitoring (now operational) provides comprehensive voltage monitoring for feeder 92H-331 and enables NS Power to monitor both system-level and customer-specific voltage quality issues.

Continued Monitoring

NS Power confirms its commitment to continue monitoring voltage conditions on feeder 92H-331 through the installed feeder monitoring devices and AMI data. This monitoring will continue through the completion of the Tidewater Substation and Feeder 92H-331 Upgrade project, which remains the permanent solution to the voltage quality concerns in this area.

Yours truly,



Kathleen Murray
Regulatory Counsel

Encl.

c. Mr. Greg Nichols