

June 12, 2026

Crystal Henwood
Clerk of the Board
Nova Scotia Energy Board
1601 Lower Water Street, 3rd Floor
Halifax, NS B3J 3S3

Re: M12775 – Nova Scotia Power Inc. 2025 PLT Services Report Directives

Dear Ms. Henwood:

NS Power filed its 2025 PLT Services Report on March 31, 2025. The Nova Scotia Energy Board reviewed the report and issued its decision on April 29, 2026 accepting the report as filed, but providing the following follow-up directives:

[T]he Board directs NS Power to file, within 45 days of the date of this letter, an explanation detailing the steps it will take to correct the downward trend in Residential Customer Satisfaction in the two regions noted above [Metro and Cape Breton], as well as how it will maintain and improve satisfaction in the other two regions. In addition, the Board directs NS Power to submit the list of the 40 substations that were removed from this year's reporting but were included in the 2024 report, along with their voltage ratings, the customer types they serve, the reason for their removal, and the impact of their removal on outage reporting, customer-satisfaction reporting, PLT resources and supervisor call-backs.

The following is NS Power's response to the two directives.

a) CSAT

With respect to the Customer Satisfaction scores contained in Figure 7 of the PLT Report, the Board made the following observations:

The Board also notes that, as shown in Figure 7 of the report, Residential Customer Satisfaction in the Cape Breton region has declined to 65%,

the lowest level recorded since 2018. In the Metro operating region, where 46% of the utility's customers are located, Residential Customer Satisfaction fell by two percentage points from 2024, reaching 69%.

The Board is concerned about the downward trend in customer satisfaction in two of the utility's four operating regions. In addition, the Board is uncertain about the need for the change in the definition of a substation and its potential impact on PLT resources and supervisor call-backs. The Board is concerned that removing these substations may prevent outage-related complaints or customer-satisfaction tracking associated with them from being captured, and the utility has not clarified whether such issues would be recorded separately.

The recent changes in Residential Customer Satisfaction in Metro and Cape Breton reflect a combination of factors, including broader economic conditions impacting customer confidence and trust, the public attention on price increases through the GRA, the effects of severe storm events, and ongoing impacts from the cyber incident on billing and overall customer experience.

In Cape Breton, prolonged outages following major winter storms in 2024 and 2025, including in the Glace Bay region, have had a notable impact on customer sentiment. In Metro, the change is modest and within normal variability.

Nova Scotia Power is addressing this through its Five-Year Reliability Plan which includes grid strengthening, enhanced vegetation management, and technology and equipment upgrades and increased resources to reduce the outage frequency and duration (SAIDI). Part of this strategy includes ongoing and regular communication with customers and communities throughout Nova Scotia through local reliability advisors and community meetings. The goal of the community reliability meetings is to share information with customers about reliability work happening in their areas, and gather their input as part of our planning moving forward. These meetings often include local elected officials and are followed up with a letter to the community in local papers and on the company's digital channels (social media, and company website: [Plugged In | Nova Scotia Power](#)).

Similar meetings have been held in communities, for example, that focus on support for customers who have questions about their bills. See: [Understanding Your Bill | Nova Scotia Power](#).

Additionally, Nova Scotia Power is advancing its recovery from the cyber incident with improvement to billing accuracy, customer communication, and digital experience.

In the West and Northeast regions, where satisfaction remains strong, the focus is on sustaining reliability and delivering consistent customer experience.

b) Substations

The Board made the following comment about the number of substations reported in the PLT Report, which went from 196 in 2024 to 156 in 2025:

NS Power noted that the reduction in the number of substations, from 196 in 2024 to 156 in 2025, is the result of a change in how it defines a substation. The utility explained that in previous reporting, step-down transformers were counted as standalone substations. Going forward, for the purposes of this report, NS Power has defined a substation as one with a transmission supply that serves distribution customers.

The decrease from 196 substations in the 2024 report to 156 substations in the 2025 report was due to how NS Power defined the definition of a customer-serving substation (meaning the substation has distribution feeders that provide power to customers. Whereas transmission substations without distribution feeders do not directly serve customers). NS Power determined that this is the most relevant subset of substations in the context of the PLT report, as PLTs generally do not support any activity in non-customer serving substations. The 2024 report included non-customer serving substations as referred to in the following paragraph.

Upon closer examination for this year's data for the PLT report, NS Power excluded items such as Distribution step-down transformers, Transmission substations with no distribution customers (such as 120H Brush Hill or 67N Onslow), substations supplying wind farms (such as 110W South Canoe), and substations supplying municipal electric utilities (such as 52V Berwick). Removing these substations will not affect outage-related complaints or customer satisfaction tracking.

It is also noted that of the 156 substations noted in the 2025 PLT report, there were some double-counted substation items, retired substations, and some non-distribution customer serving substations.

The count of substations that meet the criteria for this report is 140, and the details are included as Attachment 1.

Yours truly,



Jennifer Ross
Director, Regulatory Planning & Compliance

Substations - PLT Report
100C Cape Porcupine
101H Cobequid Road
101W Bowater Mersey
102W Tusket Distribution
103C Cheticamp
103H Lakeside
103W Gold River
104H Kempt Road
104S Baddeck
108H Burnside GT Sw Sta
111S
113H Dartmouth East
11N Lafarge Cement
11S Keltic Drive
124H Akerly Blvd
126H Porters Lake
127H Aerotech Park
129H Kearney Lake Rd
12V Lequille Hydro
131H Lucasville Road
137H Hammonds Plains
139H Dartmouth Crossing
13V Gulch Hydro
141H Mount Hope
143H Mount Uniacke
14V Ridge Hydro
15N Willow Lane
15S New Waterford
16N Stewiacke
16V Weymouth Hydro
16W Hebron
17N Brownell Ave
18V Upper Burlington
19C Canso Town
19W Central Argyle
1C Point Tupper
1H Water Street
1N Onslow
1V Avon No1 Hydro
1W Upper Lake Falls No1 Hydro
20H Spryfield
20N Park St
20V Five Points

20W Lower East Pubnico
21W Lower Woods Harbour
22C Cleveland
22N Church St
22V New Minas
22W Barrington Passage
23H Rockingham
23W Clyde River
24C Dickie Brook Hydro
25W Ohio Rd, Shelburne
26N Joggins Stepdown
2C Port Hastings
2H Armdale
30N Maccan
36V Hillaton
36W Green Harbour
37N Parrsboro
37W Lockeport
3N Oxford Junction
3S Gannon Road
3W Big Falls No3 Hydro
40H Woodlawn
45V Acadia University & Tap
46W Broad River
47C New Page
48H Penhorn
48W Waterloo St, Liverpool
49N Granton-Michelin & Tap
4C Lochaber Road
4N Tatamagouche
4S Townsend St
4W Lower Great Brook Hydro
50N Trenton Thermal
50V Klondike
50W Milton
51V Tremont
53N Northern Pulp Nova Scotia CO
54H Maple St
55N Pictou Town
55V Waterville & Waterville Tap
56N Haliburton
57C Salmon River Lake
57S Albert Bridge
57W Caledonia

58C SW Margaree
58H Imperial Oil
59C Saint Peter's
62H Albro Lake Road
62N Bridge Ave
63V Kingston
64V Greenwood Village
65V Middleton Rural
67C Whycocomagh
6N Black River Rd
6W Cowie Falls Hydro
70V Bridgetown Rural
70W High St
73W Auburndale
74N Springhill
74V Cornwallis
74W Michelin Bridgewater
75N Domtar Sifto Salt
76V Maitland Bridge Mobile
76W Mahone Bay
77V Conway
78W Martin's Brook
79V Three Mile Plains
7N Pugwash
7W Harmony Hydro
80W Indian Path
81N Debert
81S Reserve St
81W Lunenburg Town
82S Whitney Pier
82V Elmsdale
82W National Sea Products
83V Wolfville Ridge
84S Victoria Junction
84W Robinson Corner
85S Wreck Cove Hydro
85W Louisiana Pacific
87H Musquodoboit Harbour
87W Hubbards
88H Upper Musquodoboit
88W Pleasant St
89W Bridgewater East
91W Middlefield
92H Tidewater

92V Michelin - Waterville
92W Carleton
93V Saulnierville
95H Malay Falls Hydro
96H Ruth Falls Hydro
99H Farrell St
99V Highbury
9C Aberdeen
9H Yale Street