



General Complaint - NS Power and municipal electric utilities

Reference Number: 260805001

Submitted on: Wednesday, August 05 2026 at 10:35:22 AM (ADT)

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Contact Information

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**Name on account:** S L Doward

**Account number:** \*\*\*\*\*

**Business contact:**

**Account address:** Address 1: \*\*\*\*\*  
Address 2: \*\*\*\*\*  
City: \*\*\*\*\*  
Province: \*\*\*\*\*  
Postal code: \*\*\*\*\*  
Country: \*\*\*\*\*

**Email Address:** \*\*\*\*\*

**Mailing address:** Address 1: \*\*\*\*\*  
Address 2: \*\*\*\*\*  
City: \*\*\*\*\*  
Province: \*\*\*\*\*  
Postal code: \*\*\*\*\*  
Country: \*\*\*\*\*

**Telephone number:** \*\*\*\*\*

**Alternate phone number:** \*\*\*\*\*

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Complaint Information

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**Type of complaint:** Maintenance/Location of Power Poles/  
Easements

**Additional details:** S L Doward 1921 Oxford Street, Halifax, NS]  
Email is best for contact:  
mc1111@eastlink.ca Date: August 1st 2026...  
private and confidential To: Nova Scotia  
Power Board/Office Subject: Formal Complaint  
Regarding current transformer placement and  
proposed additional electrical lines and  
potential poles/electrical. Dear Nova Scotia  
Power/Board, I am writing to formally lodge  
a complaint regarding my concerns with  
regard to the electric services surrounding  
the address listed above. Please put a halt  
to any proposed work until these issues can  
be remedied. The specific issue I am  
experiencing is: the electrical is currently  
not a safe distance to both my home and the  
bedrooms...where our heads are less than  
adequate distance for safety/EMF's etc. Very  
recently, there have been two red tipped  
stakes lodged in the sidewalk grass that I  
maintain and are only 10 feet from my  
houses' wall and as I mentioned very near,  
less than 15 feet, from our beds. There was  
to be a replacement tree from the city  
placed in this Norwood St. location. Now  
these stakes are there and not likely  
marking the placement for a new tree as  
requested.

Presently, the lights from the crosswalk  
& streetlights (again more EMF) are  
shining into the front bedroom lighting it  
up all night like a football stadium. Even  
the blinds purchased do not block these  
powerful lights out and certainly at a loss  
for controlling the unreasonable and  
unlawful amount of EMF levels present. Any  
one of these complaints disrupts the  
enjoyment of my property however all  
together it is becoming unbearable. To  
resolve this issue, I have previously  
contacted NS Power and 311...the issues  
remain unresolved for the bright lights,  
crosswalk flashing lights and sub-lights  
(removing both the existing mature tree and  
then the 2 year old replacement maple tree  
to add more signage in front of our home).  
This is indeed disheartening... I request  
that Nova Scotia Power put a halt on  
whatever is newly planned with the newly  
placed red tipped stakes on the corner of  
Oxford and Norwood Streets, further  
investigate the matters mentioned above  
specifically with regard to EMF control and

the multitude of VERY bright lighting (flashing and steady on...) and provide a written response outlining a corrective resolution within 14 business days.

We have been patient over the years to no avail. We maintain our home and property beautifully however the most recent sidewalk construction cracked and damaged our stucco, trees removed/damaged unnecessarily, extra bright lights, copious amounts of EMF's and now this extra burden with these newly placed stakes with the unknown of whats to come...actually, what is to come? Please help us bring our home back to the safe, enjoyable and beautifully iconic property it once was prior to being inundated with every electrical transformer/light/wire possible. We are reasonable people, however these placements are neither reasonable nor mindful of affect on the health and wellbeing of residents. Sincerely, S L Doward 1921 Oxford Street

**Did they contact the utility?** Yes

**How did the utility respond?**

**How do they want the complaint resolved?** No more power poles etc. surrounding my corner property. Possible remedy: If all new poles are going up the street, consider switching these and the crosswalk to the opposite corner of Norwood and Oxford so there is sufficient distance between the power lines/transformers/equipment and our home & our bodies for living and sleeping safely. Replant the front tree on Oxford St that was cutdown/replanted and then pulled out for signage and replant the tree which was located on Norwood very close to where the red tipped stick/markers are presently in attempt to bring the property and area back to enjoyment/beauty vs being dumped upon with equipment and electricity overage. I am really not savvy on how to upload files etc. however here is the latest letter you may require: On Aug 3, 2026, at 11:58 AM, wrote: Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.) nspdisputeresolution@gmail.com S L Doward My following and attached 3 Aug response to your 1 Aug email was already copied to N.S.Power Customer Relations. My operating interface with N.S.Power is N.S.Power Customer Relations.

You could discuss your concern and identify an appropriate contact by calling 1-800-428-6230 I have again copied N.S.Power Customer Relations on this email, and I trust and expect, that they will forward it to appropriate N.S.Power staff. Don Farmer, P.Eng. Dispute Resolution Officer From: MCSher Sent: Monday, August 3, 2026 11:24 AM To: nspdisputeresolution@gmail.com Subject: Re: 1 Aug email to the DRO from S L Doward re DR Office NS Power Importance: High Thank you for responding so quickly Don, much appreciated! Can you please, before forwarding mark private and confidential on my letter. Given your experience can you share with me who I need to be in touch with tomorrow to interrupt possible planning or at least know what the planning is so as to let them know the wires, even as they exist, are not within the allowable safe distance to my home. Many Thanks and Happy Natal Day! Sincerely, Sher Doward On Aug 3, 2026, at 11:15 AM, wrote: Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.) nspdisputeresolution@gmail.com S L Doward In response to your following email, I will

begin with my Role Statement as Dispute Resolution Officer (DRO) in matters of dispute between N.S

.Power and their Customers : I am not an employee of Nova Scotia Power or the Nova Scotia Energy Board. I am appointed by Nova Scotia Power to satisfy the Regulations of the Board with respect to dispute resolution. My role is to address, and hopefully resolve, disputes with Nova Scotia Power that cannot be resolved through normal Customer channels. In my role I investigate N.S.Power's interpretation, and application, of Board approved Regulations. I do not have any jurisdiction over N.S.Power's day-to-day operations. My Decisions are binding on Nova Scotia Power but not on the Customer. Customers may appeal my Decisions (within 12 days of receipt of Final Written Decision) to the Board In my role I investigate N.S.Power's interpretation, and application, of Board approved Regulations. As your dispute does not relate to a Board approved Regulation, I can not be of assistance to you, other than to advise N.S.Power (via copy of this message) of your concern. Don Farmer, P.Eng. Dispute Resolution Officer  
From: Muse Cottage Sent: Saturday, August 1, 2026 2:40 PM To:

nspdisputeresolution@gmail.co

m Subject: DR Office NS Power Importance: High S L Doward 1921 Oxford Street, Halifax, NS] Email is best for contact: mc1111@eastlink.ca Date: August 1st 2026 To: Nova Scotia Power / Dispute Resolution Officer Subject: Formal Complaint Regarding current transformer placement and proposed additional electrical lines and potential poles/electrical. Dear Customer Service / Dispute Resolution Team, I am writing to formally lodge a complaint regarding my concerns with regard to the electric services surrounding the address listed above. The specific issue I am experiencing is: the electrical is currently not a safe distance to both my home and the bedrooms... where our heads are less than adequate distance for safety/EMF's etc. Very recently, there have been two red tipped stakes lodged in the sidewalk grass that I maintain and are only 10 feet from my houses' wall and as I mentioned very near, less than 15 feet, from our beds. There was

to be a replacement tree from the city placed in this Norwood St. location. Now these stakes are there and not likely marking the placement for a new tree as requested. Pr

esently, the lights from the crosswalk & streetlights (again more EMF) are shining into the front bedroom lighting it up all night like a football stadium. Even the blinds purchased do not block these powerful lights out and certainly at a loss for controlling the unreasonable and unlawful amount of EMF levels present. Any one of these complaints disrupts the enjoyment of my property however all together is becoming unbearable. To resolve this issue, I have previously contacted NS Power and 311...the issues remain unresolved for the bright lights, crosswalk flashing lights and sub-lights (removing both the existing mature tree and then the 2 year old replacement maple tree to add more signage in front of our home). This is indeed disheartening... I request that Nova Scotia Power put a halt on whatever is newly planned with the newly placed red tipped stakes on the corner of Oxford and Norwood Streets, further investigate this matters mentioned above specifically with regard to EMF control and the multitude of VERY bright lighting (flashing and steady on...) and provide a written response outlining a corrective resolution within 14 business days. We have been patient over the years to no avail. We maintain our home and property beautifully however the most recent sidewalk construction cracked and damaged our stucco, trees removed/damaged unnecessarily, extra bright lights, copious amounts of EMF's and now this extra burden with these newly placed stakes with the unknown of whats to come...actually, what is to come? Please help us bring our home back to the safe, enjoyable and beautifully iconic property it once was prior to being inundated with every electrical transformer/light/wire possible. We are reasonable people, however these placements are neither reasonable nor mindful of affect on the health and wellbeing of residents. Sincerely, S L Doward 1921 Oxford Street

**Supporting documents  
uploaded:**