



General Complaint - NS Power and municipal electric utilities

Reference Number: 260810001

Submitted on: Monday, August 10 2026 at 04:36:30 PM (ADT)

Contact Information

Name on account: Jefferson Crabtree

Account number: N/A

Business contact:

Account address:

Address 1:

Address 2:

City:

Province:

Postal code:

Country:

NS

Canada

Email Address:

Mailing address:

Address 1:

Address 2:

City:

Province:

Postal code:

Country:

Telephone number:

**Alternate phone
number:**

Complaint Information

Type of complaint: Other

Additional details: I am in the process of getting power poles installed to my property. There have been many overlapping reasons for the 3 months of delay to this process but those may be subject to other complaints I may be forced to file. For now I would like to focus on the current holdup: NS power is refusing to schedule a pole crew to return to the property to do work until they receive confirmation from the "planning coordinator" about how many pole holes will require rock breaking. However, I was told during the planner's scope back in May that they would only know how many holes will need rock breaking once they have begun digging the holes. No holes have been dug this far. So this is another unnecessary delay that is preventing me from receiving the power service I paid for back on May 19th. It is now August 10th.

Did they contact the utility? Yes

How did the utility respond?

How do they want the complaint resolved? I would like my electricity service to be installed as soon as possible, with a firm commitment from NSP of when that will be. I also want to be able to speak to the planning coordinator directly rather than playing telephone and waiting weeks for email responses

Supporting documents uploaded: