

August 24, 2026

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

Re: M13034 – Customer Complaint – Jefferson Crabtree

Dear Ms. Wallace:

On August 10, 2026 NS Power received a general complaint from Mr. Jefferson Crabtree regarding installation of power poles to his property. On August 12, 2026 the NSEB directed NS Power to file a response to Mr. Crabtree's complaint by August 26, 2026.

Mr. Crabtree's complaint relates to the delay in having power poles installed on his property.

NS Power has been working with Mr. Crabtree to arrange for the installation of the power poles. However, there are easement issues with Mr. Crabtree's neighbour which are causing some difficulty in having the work scheduled.

Mr. Crabtree and NS Power are working on a plan to complete the work under NS Power's easement safely, but there is a need for external security to be involved.

Accordingly, NS Power is asking for an extension to September 8, 2026 to either have the work completed or provide the Board with an update on the status of the work.

Yours truly,



Jennifer Ross
Director, Regulatory Planning & Compliance

c. Mr. Jefferson Crabtree