

From: Jefferson Crabtree [REDACTED]
Sent: September 21, 2026 1:05 PM
To: Carley Freeman <Carley.Freeman@nspower.ca>
Cc: Wallace, Lisa <Lisa.Wallace@novascotia.ca>; Penney, Nicole <Nicole.Penney@novascotia.ca>; Ross, Jennifer <Jennifer.Ross@nspower.ca>; Reiner, Sofia <Sofia.Reiner@nspower.ca>; Forsey, Lisa <Lisa.Forsey@nspower.ca>; Murray, Kathleen <Kathleen.Murray@nspower.ca>
Subject: Re: M13034 - Jefferson Crabtree Customer Complaint - Communication

**** EXTERNAL EMAIL / COURRIEL EXTERNE ****

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Good afternoon,

This is now the third different explanation Nova Scotia Power has provided to the Energy Board for its failure to complete the installation.

This is the first time NSP has requested any building permit documentation from me. No such documentation was requested or identified as a requirement when NSP previously scheduled the work.

1. The building is exempt from the building permit requirement.

Power is being connected to a small storage shed that existed prior to my purchase of the property. The NSP planner I met with on site in May specifically identified this as the best location for the mast and meter, given the layout of the property.

Under the Nova Scotia Building Code Regulations:

(2) Unless a municipality otherwise requires by bylaw or regulations under another statute require, the Code applies but a building permit is not required for any of the following:

(a) accessory buildings not greater than 20 m² in area;

Source: https://novascotia.ca/just/regulations/regs/bcregs.htm#TOC3_9

The Municipality of Chester's Building Bylaw states:

4.1.1 Building Permit. A Building Permit is required for all construction or demolition that is within the Scope and Application of the Nova Scotia Building Code Regulations, and which is not exempt from the requirements of the Nova Scotia Building Code Regulations.

Source: <https://portal.laserfiche.ca/Portal/DocView.aspx?id=740255&repo=r-0001f4a08362>

My existing accessory storage shed is less than 20 m² in area and falls within the exemption identified above.

Neither provision cited above establishes a requirement for me to obtain a written exemption from the municipality.

If NSP believes that a building permit or written municipal exemption is nevertheless required, I ask that it identify the specific legislative or regulatory provision imposing that requirement.

This is a common method of bringing electrical service to rural properties in the area. From there, my electrician will work with me to bring service to my trailer in accordance with all applicable regulations.

2. NSP already accepted the electrical permit and payment in May.

My electrician submitted the electrical permit documentation to NSP in May. NSP accepted payment and issued the permit. Please see the attached documentation.

NSP subsequently scheduled the installation without requesting a building permit or municipal exemption.

It is difficult to understand why NSP is only now investigating the building permit status of a structure that its own planner inspected and selected as the service location four months ago.

If this documentation was genuinely necessary to complete the work, why was it not identified during the original planning and permitting process?

What has changed since May?

3. The Board should examine the timing and justification for this latest requirement.

I ask the Board to consider why NSP is now devoting time and resources to investigating a building permit requirement for a structure that appears to be expressly exempt under both provincial regulations and the municipal bylaw.

I also ask the Board to consider the timing of this latest explanation, particularly given NSP's previous representations concerning the easement, interference from the neighbouring property owner, and the need for a court order.

The Board should consider whether the introduction of yet another justification for delaying service, following my complaint to the Board, warrants further examination.

This latest justification is poorly researched because I have been able to prepare this written response, complete with citations to the applicable provincial regulations and municipal bylaw, less than one hour after receiving NSP's letter.

The relevant provisions are readily accessible. It should not have taken NSP four months to identify and investigate this issue, particularly when its own planner selected the service location in May.

4. NSP should now provide a firm installation date.

NSP's September 21 letter states that it does not presently anticipate interference from the adjacent property owner.

I have now identified the applicable building permit exemption and provided evidence of the electrical permitting process completed in May.

NSP has also stated that it is continuing its preparations and arranging for a planner to attend the property.

Given these developments, I request that the Board direct NSP to provide:

1. An explanation of why this alleged building permit requirement was not identified during the original planning, permitting, and scheduling process in May.
2. A firm date for the installation of the poles and associated electrical infrastructure.

I paid for this work in May. It is now September 21, and I remain without electrical service.

Given that I have demonstrated in this email that myself and NSP had all my required permits in May, I respectfully ask the Board to ensure that NSP's latest administrative confusion does not become yet another open-ended delay.

Best,

Jefferson Crabtree

WIRING PERMIT



PERMIT NUMBER: **3396562**

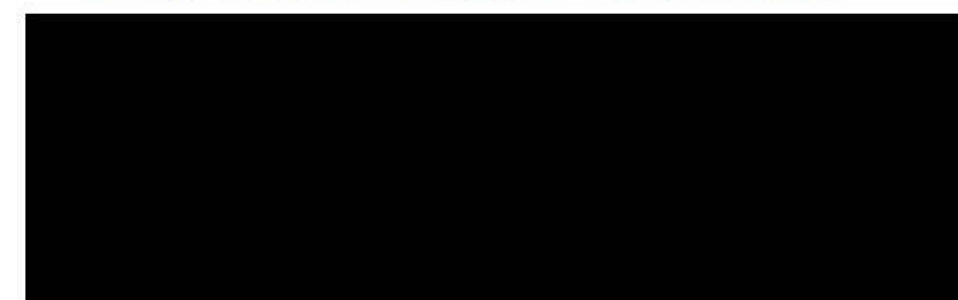
FEES

PERMIT INITIAL FEES: \$160.00
PERMIT ADDITIONAL FEES: \$0.00
NSP MISC FEES: \$0.00
NSP ADDIT. MISC. FEES: \$0.00
SUB TOTAL: \$160.00
HST/GST: \$22.40
TOTAL FEES: \$182.40

DATE ISSUED: 19-May-2026
EXPIRY DATE: 19-May-2027
CLASSIFICATION: Residential
TYPE: Mobile Home/Rec. Vehicles

ISSUED TO: FLEETCO
COREY JAMES FLEET
2120 HIGHWAY 332
LUNENBURG
NOVA SCOTIA
B0J2C0

PROJECT: CRABTREE, JEFFERSON



This permit is issued in compliance with the *Nova Scotia Electrical Installation and Inspection Act* and the *Electrical Code Regulations* made under Section 6 of the Act governing electrical installations, wiring, alterations, and repairs in or upon land, buildings, or premises.

This permit is non-transferrable. As holder of this permit, you must ensure all electrical work is carried out in compliance with the latest edition of the Canadian Electrical Code, Part 1 and applicable installation standards.

When the installation is complete and prior to occupancy of the premise, a final inspection shall be requested by the holder of this permit and completed by Nova Scotia Power.

If you do not complete the work under this permit, you must notify the wiring permit contact centre at 1-800-464-1520 or local 464-1520.

Issued by:

Nova Scotia Power Inc,
Electrical Inspection Department

HST/GST Reg # R119314938