

From: [REDACTED]
To: [Penney, Nicole](#)
Cc: [Carley Freeman](#); [Wallace, Lisa](#); [Ross, Jennifer](#); [Murray, Kathleen](#); [Reiner, Sofia](#); [Forsey, Lisa](#); [Morris, Mollie](#)
Subject: Re: M13034 - Jefferson Crabtree Customer Complaint
Date: September 29, 2026 4:41:33 PM
Attachments: [2026-09-29 NSP Request.pdf](#)
[Gmail - Clarification Regarding NSP Exemption Form\(1\).PDF](#)

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

Exercise caution when opening attachments or clicking on links / Faites preuve de prudence si vous ouvrez une pièce jointe ou cliquez sur un lien

Good afternoon Ms. Wallace,

Attached is the completed municipal exemption confirmation for the structure at [REDACTED].

I submitted this form promptly to Chester Municipality after NSP first identified the specific form requirement on September 23, 2026. I understand that the attached document confirms that the structure does not require a building permit and satisfies NSP's stated documentation requirement.

I appreciate the efforts now being made by NSP to advance the installation. I remain willing to cooperate with all legitimate requirements necessary to complete the work. At the same time, I am disappointed by the way the project has been administered and believe that several outstanding questions require clarification.

On May 1, 2026, during my first service-planning call with NSP, its representative specifically asked:

"And do we have the building permit number yet?"

I responded:

"No building permit required. It's just a storage shed."

The representative replied:

"Yeah, sure, perfect, okay,"

and continued discussing the proposed installation, including whether I required 100-amp or 200-amp service. NSP did not identify any exemption form, municipal confirmation or building official inspection requirement during that conversation or during the following four months. I have retained the complete, unedited recording and can provide it to the Board upon request.

Furthermore, I stand my original claim on Sept 21st that no written building permit exemption is required by provincial regulations or municipal bylaws. The exemption form is NSP's requirement that it introduced extremely late in the process.

The Municipality has since clarified the purpose of the form. On September 24, it explained:

“Nova Scotia Power generally will not connect electrical service without a building permit and/or a civic address. To help streamline and expedite this process for property owners, the Municipality created the exemption form.” [see attached email thread]

I therefore understand the form to be Chester’s administrative process for providing NSP with permit status confirmation where no building permit is required. In other words, this form is NSP’s requirement, not the municipality’s. Rather than streamline the process as the form intended, the existence of this form was used as another excuse to delay work on this project. It was not identified to me as an NSP connection prerequisite until September 23, after NSP had accepted payment and completed several months of planning and other administrative hurdles.

I have obtained and submitted the form to avoid any further delay. My compliance should not be understood as conceding that the requirement was communicated in a timely manner or that it was accurately characterized as an independent municipal prerequisite.

My concern in this complaint is not based on any single requirement considered in isolation, but on the cumulative sequence in which new barriers have been identified only after earlier barriers were addressed. First we waited 2 months for the NS department of public works to approve a permit for the first pole near the road. Then NSP treated vegetation and interference within its easement as matters I had to resolve with the neighbouring owner. Then NSP asked for a large deposit for rock breaking before it could proceed. Then it subsequently indicated that external security would allow the work to proceed, then stated that a court order was required, and later introduced the building permit and municipal exemption documentation requirements. This sequence has made it difficult to know when the installation will actually occur or how to plan around the continuing delay.

If NSP’s internal scheduling, staffing, contractor availability, or other resource constraints are contributing to the delay, I would much prefer that NSP disclose that directly. A candid explanation and realistic timetable would allow me to plan accordingly and mitigate the consequences. I am not asking NSP to promise an operationally impossible date; I am asking for a complete and transparent account of what remains outstanding and when the necessary resources can realistically be available.

To provide a clear and accountable path forward, I respectfully ask that the Board direct NSP to:

1. confirm that it has received and accepted the attached municipal confirmation;
2. identify any remaining requirements for installation now, so that there are no further unexpected prerequisites;
3. provide a firm and realistic installation date;
4. distinguish between any outstanding external prerequisite and any delay caused by NSP’s own scheduling, staffing, contractor or equipment availability, and identify the earliest date on which the necessary resources will be available assuming all external prerequisites have been satisfied;
5. identify the written policy or procedure in effect when payment was accepted that required the municipality to provide written confirmation of the building permit exemption for this

connection;

6. explain why this written exemption requirement was not communicated during the May 1 building-permit discussion, when payment was accepted, or during the subsequent months of planning

7. confirm whether this documentation is routinely required when NSP connects service to permit-exempt accessory storage buildings under 215 square feet in the Municipality of Chester, or whether it was required specifically for this installation;

8. confirm whether NSP has abandoned its previously stated position that a court order is required, and whether any safety or access issue now remains that could prevent installation on the date provided; and

9. respond to the outstanding questions contained in my September 15, 2026 submission.

I respectfully ask that NSP be required to provide this response by a date fixed by the Board.

I also ask the Board to direct NSP to maintain and provide reasonable contemporaneous documentation sufficient to substantiate any "rock breaking" charges or related delays attributed to this installation. I have already paid a \$2,000 deposit toward potential rock breaking costs for the seven proposed holes. The documentation should identify which locations actually required rock breaking, the work performed at each location, the equipment and time charged, any available site records or photographs, and an itemized reconciliation of the deposit against the actual costs incurred. The records should also identify whether rock conditions delayed the work, when those conditions were encountered, how they affected the schedule, and what additional equipment or resources were required as a result.

This is intended as a pragmatic measure to prevent any subsequent disagreement over variable rock breaking construction costs or the reasons for further delay. Given the late identification of the additional prerequisite on September 23, transparent documentation would help restore confidence and provide appropriate assurance to everyone involved.

I am not asking that installation be delayed while these historical and administrative questions are considered. My immediate priority remains completion of the service, and I hope to work cooperatively with NSP toward that result.

I respectfully ask that the Board keep this complaint open after service is connected until NSP has provided its substantive response and the Board has determined whether any further direction is appropriate. Energization will resolve the immediate service problem, but it will not resolve the repeatedly delayed disclosure of NSP's requirements or the broader administration of this work order.

Thank you,

Jefferson Crabtree

[REDACTED]

[REDACTED]

On Wed, Sep 23, 2026, 4:26 p.m. Penney, Nicole <Nicole.Penney@novascotia.ca> wrote:

Good afternoon,

This will acknowledge receipt of correspondence received by the Board today. It has been directed to the Board and staff and posted under the External Tab in Matter No. M13034 on the Board's public website.

Thank you,

NICOLE PENNEY (she/her)

Administrative Assistant to Lisa Wallace, Chief Clerk of the Board

Nova Scotia Energy Board

T 902 424 1332

TF 1 833 809 0040



Statement of Confidentiality

This message (including any attachments) may contain private or protected information meant for a specific person or organization.

If you received this by mistake, please let the sender know, do not communicate the content, and delete the email from your system.

Thank you.

From: Carley Freeman <Carley.Freeman@nspower.ca>

Sent: September 23, 2026 4:09 PM

To: Jefferson Crabtree [REDACTED]

Cc: Wallace, Lisa <Lisa.Wallace@novascotia.ca>; Penney, Nicole <Nicole.Penney@novascotia.ca>; Ross, Jennifer <Jennifer.Ross@nspower.ca>; Murray, Kathleen <Kathleen.Murray@nspower.ca>; Reiner, Sofia <Sofia.Reiner@nspower.ca>; Forsey, Lisa <Lisa.Forsey@nspower.ca>; Morris, Mollie <Mollie.Morris@nspower.ca>

Subject: M13034 - Jefferson Crabtree Customer Complaint

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

Exercise caution when opening attachments or clicking on links / Faites preuve de prudence si vous ouvrez une pièce jointe ou cliquez sur un lien

Good afternoon,

Please see attached on behalf of NS Power, filed today with the NSEB.

Kind regards,

Carley Freeman ([she/her](#)) | Paralegal, Regulatory Affairs | **Nova Scotia Power**

[1223 Lower Water Street, Halifax, NS B3J 3S8](#) | L6B

E: carley.freeman@nspower.ca

www.nspower.ca

We acknowledge that we live and work in Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq people. In Nova Scotia we recognize that We are All Treaty People.



Canada Anti-Spam Law Notice – To stop receiving commercial electronic messages from us, please forward this email to unsubscribe@nspower.ca with the word “unsubscribe” in the subject line. | Nova Scotia Power | [1223 Lower Water Street, Halifax NS B3J 3S8](#) | www.nspower.ca

Confidentiality Notice - The email communication is considered confidential and is intended only for the recipient(s). If you received this email in error, please contact the sender and delete the email. Unauthorized disclosure or copying of this email is prohibited.

Attachment Limits - Emera will not accept email larger than 50MB or emails containing high risk attachments like ZIP, EXE or others that could contain viruses. If you have a business need to send such an email, please contact the recipient for instructions.



The Municipality of Chester Community Development & Recreation Department

Annex Building
186 Central Street
PO Box 369,
Chester, NS B0J 1T0
www.chester.ca

Building and Fire Services
building@chester.ca
Phone: (902) 275-3080
Fax: (902) 275-2598

Building Permit Status for NSP Power Connection

NSP work order: 9650930 PID No: 60068814

Civic No: [REDACTED]

Owner (print): Jefferson Crabtree Contact No: 902-402-5665

Owner Email: [REDACTED]

Building Description (size) and Use: White storage shed at the eastern edge of the property on your left as you drive in. Existed prior to my purchase of the property in 2023. Approx. 192 sq ft

By affixing my signature, I acknowledge the size and use of the structure to be as described above. Additionally, I acknowledge that further development or construction on or to this property, such as but not limited to; parking of a recreational vehicle (travel trailer, camper, tiny home on wheels, motor home) or constructing a recreational vehicle parking site, use of the building other than storage shed, increasing the size of the building require additional permitted approvals.

Owner: [REDACTED] Date: 09/23/2026

mm/dd/yyyy

Attention Nova Scotia Power

Email: home@nspower.ca ☐ Fax: 888-428-6108 ☐

A site visit of the building located on the above noted property indicates that:

- ☐ The building **requires** a Building Permit. Application must be made to the municipality before a building permit number may be issued.
- ☒ Per section 1.2.1.2. (2) (a) of the Nova Scotia Building Code Regulations, a permit is not required for the building (Accessory buildings not greater than 20m² (215.2 ft²) in area).
- ☐ The building appears to have been constructed prior to the adoption of the Nova Scotia Building Code regulation. The building has not been issued a permit.
- ☐ The building will not be issued a Building Permit due to its compromised condition or the following:

NOTE: _____

As an Appointed Building Official of the Municipality of Chester, I confirm the above building status by site visit.

Jeffery Langille
Print Name

[Signature]
Building Official Signature

Sept 29, 2026
Date (mm/dd/yyyy)



Clarification Regarding NSP Exemption Form

3 messages

Jefferson Crabtree [REDACTED]

Thu, Sep 24, 2026 at 12:09 p.m.

To: Tammy Hamm <thamm@chester.ca>, Jared Stevens <jstevens@chester.ca>

Good afternoon Ms. Hamm and Mr. Stevens,

I am grateful for the prompt responses that both NSP and I have received from you, Brent, and the rest of the Building Services team. Your office has been very responsive throughout this inquiry.

I am seeking clarification about the exemption form required in connection with Nova Scotia Power's service installation at [REDACTED].

On September 21, Mr. Stevens advised me that:

"No written exception is required for a single story accessory structure under the 20 m squared, keeping in mind that no human habitation is permitted in these structures."

I subsequently received Ms. Hamm's September 23 response to NSP stating:

"We do not require a building permit application, but an exemption form is required."

I appreciate that these statements may be answering two different questions and may simply reflect a distinction between the general building permit rules and the administrative process used specifically for electrical service connections. I am not disputing the Municipality's process or asking that the inspection be waived. I am only trying to understand and describe the source of the requirement accurately for my records.

Could you please clarify which of the following applies?

1. Is there a municipal bylaw, provincial regulation or other legal requirement that requires the Municipality to inspect and formally verify a shed's exempt status before electrical service can be connected? If so, could you please identify the applicable provision?
2. Alternatively, is this form the process Chester Municipality uses to provide NSP with written confirmation of a building's permit status because **NSP requires** that confirmation before connecting service where no building permit has been issued?
3. In your experience, is this form routinely required by NSP whenever electrical service is connected to an accessory storage building that does not require a building permit, or was it requested specifically in connection with this project?

This may seem like a small distinction, but it is relevant to maintaining an accurate chronology in an ongoing matter before the Nova Scotia Energy Board. NSP accepted payment for this installation more than four months ago but only first raised the need for building-permit documentation on September 21 and then identified this specific exemption form on September 23. Because the requirement arose so late in the process, I am trying to determine whether it is a routine prerequisite applied consistently to comparable connections or a project-specific request, as well as whether the exemption form requirement originates from the Municipality or NSP.

If my understanding is incorrect, I am perfectly comfortable being corrected. Regardless, I completed the form and sent it to building@chester.ca this morning. I will cooperate with the required site visit so that the power connection is not further delayed.

Thank you again for your assistance and prompt responses.

- Jefferson Crabtree

[REDACTED]

[REDACTED]

Tammy Hamm <thamm@chester.ca>

Thu, Sep 24, 2026 at 2:08 p.m.

To: Jefferson Crabtree [REDACTED], Jared Stevens <jstevens@chester.ca>

Hi Jefferson,

I am unable to answer all of your questions, but I can provide some background on why the exemption form was developed and why is required.

Nova Scotia Power generally will not connect electrical service without a building permit and/or a civic address. To help streamline and expedite this process for property owners, the Municipality created the exemption form.

The primary purpose of the form is to confirm that the structure is not intended for human habitation and that a building permit is not required. Building Officials have the authority to inspect structures and verify these conditions, regardless of whether an exemption form has been requested or signed.

We believe the exemption form helps foster a positive and approachable relationship between residents and Municipal staff while also providing Nova Scotia Power with confirmation that the structure has been inspected and that no building permit is required.

We have received your form and photos and this will be provided to the building official. If an inspection is required, this can be completed relatively quickly.

Tammy



Tammy Hamm
Administrative Coordinator
Community Development & Recreation

Municipality of Chester
PO Box 369
186 Central Street, Chester, NS, B0J 1J0

General Inquiries: 902-275-3080
Web: www.chester.ca



🌱 Consider the environment. Do you really need to print this email?

I (we) respectfully acknowledge that I (we) live and work in M'kma'ki as a steward of the ancestral territory of the Mi'kmaq people. We are all treaty people.

This message contains confidential information and is intended only for the intended recipients in communication with the Municipality of Chester. If you are not an intended recipient you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. E-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission. If verification is required please request a hard-copy version.

From: Jefferson Crabtree [REDACTED]
Sent: September 24, 2026 12:10 PM
To: Tammy Hamm <thamm@chester.ca>; Jared Stevens <jstevens@chester.ca>
Subject: Clarification Regarding NSP Exemption Form

You don't often get email from crabtreejefferson@gmail.com. [Learn why this is important](#)

[Quoted text hidden]

Jefferson Crabtree [REDACTED]

Fri, Sep 25, 2026 at 10:01 a.m.

To: Tammy Hamm <tthamm@chester.ca>

Cc: Jared Stevens <jstevens@chester.ca>

Good morning,

Thank you for providing this context. I understand from your response that the Municipality developed the exemption form as a practical way to streamline the process of providing NSP with confirmation when a structure does not require a building permit.

I would appreciate clarification on one final point because NSP described the requirement differently in its September 23rd submission to the Nova Scotia Energy Board. I have attached the relevant excerpt from NSP's submission for context. NSP stated:

"[T]he Company has confirmed with Chester Building Services that an exemption form must be submitted before power can be connected to the structure. Although the structure is less than 215 square feet, Chester Building Services has advised that the exemption process still applies where an electrical service connection is being requested."

See the attached excerpt.

Would it be accurate to say that:

1. Chester requires completion of its exemption process before the Municipality will provide NSP with written confirmation that no building permit is required; but
2. the underlying requirement that permit-status confirmation be obtained before electrical service is connected is an NSP connection requirement, rather than an independent municipal bylaw or regulation prohibiting NSP from connecting service without this form?

This distinction is material because it determines whether the documentation was required independently by municipal law or was required to satisfy NSP's connection process. NSP accepted payment for this installation more than four months ago and did not identify this specific documentation requirement until September 23rd.

The delays and the administration of this installation are now the subject of an ongoing matter before the Nova Scotia Energy Board therefore need to ensure that my chronology accurately describes both the source of this requirement and the respective roles of NS and the Municipality.

I am not asking the Municipality to comment on NSP's conduct or motives. I am only seeking confirmation of the Municipality's own role and the basis on which the form is being completed.

Thank you again for your assistance.

- Jefferson Crabtree

[Quoted text hidden]



Screenshot_20260925_094003_Adobe Acrobat.jpg

265 KB