

June 15, 2026

Penney Smith, Warden
Municipality of the District of Shelburne
414 Woodlawn Drive, PO Box 280
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warden@municipalityofshelburne.ca

Dear Warden Smith:

Thank you for the invitation to speak to council about Nova Scotia Power's reliability initiatives in your community. I have provided information in the letter below to address your main concerns and hope that this information answers your main questions. We would also welcome a chance to meet with you in person but wanted to share this information as a first step.

As we work to support Nova Scotia in achieving its 2030 climate goals and the transition of generation procurement responsibilities to the new Independent System Operator (IESO), we remain focused on critical reliability investments needed to make Nova Scotia's electricity grid as strong and resilient as possible.

We are now in year two of our Five-Year Reliability Plan (2024-2029), a data-driven framework that includes targeted investments of \$1.3 billion – an average of \$250 M per year in communities across the province. Our plan focuses on:

- 1) Expanding our vegetation management program (tree trimming);
- 2) Preparing the system to better withstand the impacts of extreme weather we're experiencing by upgrading power lines, poles and transformers, and;
- 3) Modernizing the grid by using monitoring and control systems that will help detect and restore power outages faster.

Trees contacting power lines are the leading cause of outages. Vegetation management is one of three focus areas of our Five-Year Reliability Plan, which includes doubling our annual investments from \$25 million to \$45 million. In some locations - where existing agreements within the public right-of-way apply, or where Nova Scotia Power holds registered easements - we have not received permission from landowners to access this infrastructure to conduct additional tree clearing. We remain committed to engaging with landowners to address these concerns to allow for further improvements in reliability.

Our teams have been actively engaged in reliability-focused projects in Shelburne County. Since 2021, Nova Scotia Power has invested over \$4.9 million in infrastructure upgrades in Allendale and Welshtown, along with clearing approximately 92km of trees in Upper Ohio, the Town of Shelburne, and from Upper Clyde to Port Clyde.

We know customers in Sandy Point and Jordan Bay have raised reliability concerns and the circuit that serves these communities is a priority for Nova Scotia Power. We continue to evaluate short and

long-term solutions that balance reliability, affordability, and customer impact. Work is underway to engage the community this summer to hear directly from them, provide information about the electricity system they rely on and share updates on local reliability work.

We have also heard from customers who have questions about their electricity bills - how they are determined and what they include. Our approved rates reflect a combination of fuel costs, investments required to keep the electricity system safe and reliable, and regulatory decisions that guide how our utility and the system operate.

From a customer perspective, investments in critical infrastructure, provincial growth, safety, and system reliability are about keeping their lights and heat on, reducing the frequency and duration of outages, supporting the economy, and investing for the future. These investments, and how they are reflected in rates, are reviewed and approved through a regulatory framework governed by the Province of Nova Scotia and overseen by an independent regulator. To learn more about our most recent approved rates, please visit nspower.ca/gra

While we aren't able to join in person this time, it's quite common for us to provide updates through written communication, and we hope the information in this letter offers the clarity you're looking for.

We take our commitment to our customers seriously. This includes ensuring reliable service and providing a clear point of contact when issues arise. Your Reliability Advisor for the Western Region is Ciuin Shirkey. If there is anything you would like to discuss, Ciuin is available at Ciuin.Shirkey@nspower.ca.

Sincerely,

Emily MacNeil, Senior Manager
Government Relations

cc: Heidi Wagner, Deputy Warden
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