

From: Adam Hallett [REDACTED]  
Sent: Tuesday, September 18, 2018 7:47 PM  
To: Board, NSUARB <[Board@novascotia.ca](mailto:Board@novascotia.ca)>  
Subject: Lunenburg power outages

These power outages are ridiculous. In a tourism driven area such as Lunenburg, it's tough to make a good impression in the dark.

What is the reason for all of these outages? Are customers going to be credited? What is being planned to prevent this from continuing?

Sincerely,

Adam Hallett

One of many Airbnb hosts in the area who has to tell their guests that they won't have power for most of the evening.

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From: Angie Hebb [REDACTED]  
Sent: Tuesday, September 18, 2018 7:52 PM  
To: Board, NSUARB <[Board@novascotia.ca](mailto:Board@novascotia.ca)>  
Subject: Lunenburg power

Hello...

I manage a 24 hour business in Lunenburg.. This is the 5th time I do believe that the power has gone out in approx 3 weeks..

I am wondering why when there is zero reason weather wise.

Everytime this happens I lose sales and product (ice cream.. Sandwiches etc)

I'm just wondering if a better solution is in place as we are not even into the blustery cold days of winter yet.

Its extremely frustrating and inconvenient.

Get [Outlook for Android](#)

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-----Original Message-----

From: Nancy Selig [REDACTED]  
Sent: Tuesday, September 18, 2018 8:04 PM  
To: Board, NSUARB <[Board@novascotia.ca](mailto:Board@novascotia.ca)>  
Subject: NSP Abysmal Service

To Whom it May Concern;

In the last 3 weeks we have lost power on 4 occasions, reason given was transmission equipment failure. NSP has a monopoly to distribute power in NS. As such, I think I have the right to expect that power will be supplied on an as needed basis. That does not happen. I and my husband require CPAP machines to sleep. I cannot go to bed until there is power. I am on disability, but, will need to get financing to install a generator to ensure that I can go to bed and stay warm this winter. If you would penalize NSP for service interruptions I am positive there would no longer be so many as that would affect their bottom line. That is all they understand. Either that or allow competition. The Town of Lunenburg has handed their power needs to NSP. As a customer of the ToL, I protest. Too many outages, poor service from NSP. Rotten company.

Regards  
Nancy Selig

Sent from my iPhone

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**From:** Shelah Allen [REDACTED]  
**Sent:** Tuesday, September 18, 2018 9:53 PM  
**To:** Board, NSUARB <[Board@novascotia.ca](mailto:Board@novascotia.ca)>  
**Subject:** Yet another power outage

Tourism NS is clear about the importance of their industry to the provincial economy. As a company that lost business to yet another power outage tonight (the fifth in a short time) I add our voice to those calling for action to protect the tourism sector from the effects of these unplanned and harmful outages. The impact on us was minimal - perhaps a few hundred \$ - but the restaurants have been bearing the brunt of this. So unfair. Please take action immediately to solve these issues.

Shelah Allen, Co-owner  
Travel Lunenburg/Lunenburg Walking Tours  
[REDACTED]

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**From:** William Kowalski [REDACTED]  
**Sent:** Wednesday, September 19, 2018 6:40 AM  
**To:** Board, NSUARB <[Board@novascotia.ca](mailto:Board@novascotia.ca)>  
**Subject:** Power outages in Lunenburg County

Dear members of the Board:

In the past month or so, we in the Mahone Bay - Lunenburg area have experienced no less than five power outages.

Nova Scotia Power has made the claim that these outages are unrelated. In a tweet made to me personally last night, NS Power stated that the last two were caused by lightning and a tree falling on a power line. Perhaps, but that still leaves three that seemed to happen after a light rain with no wind.

People in this area are really fed up. We deserve to know the state of our electrical infrastructure. Is it in bad repair? Do upgrades need to be made? Is NS Power being diligent in providing us with power, or are they trying to get away with doing as little as possible for as low a cost as possible?

We would appreciate a public statement by the Board letting us know how this situation is going to be dealt with. The status quo is not working. Electronics are at risk of being damaged. People have fridges and freezers full of food. Businesses can't run on candlelight. Tourists coming to this area won't be back if they have an unpleasant stay.

Bill Kowalski  
Mahone Bay

