



NOVA SCOTIA POWER AND TOWN OF LUNENBURG ELECTRIC UTILITY
UPDATE – OCTOBER 18, 2018



We understand that the unusual number of power outages have caused disruption and concern for businesses, residents and visitors. We want you to know that action is being taken. Service reliability is of utmost importance to both of us.

A dedicated engineering team at Nova Scotia Power has already begun work to assess options to improve reliability. While this is complex and detailed work, the team has been asked to move as quickly as possible to provide recommendations on potential improvements.

A team of Nova Scotia Power technicians will also be scanning a significant portion of the Town's distribution system with an effort to identify any previously undetected points requiring attention.

The recent outages are totally unrelated to the service agreement between the Town of Lunenburg and Nova Scotia Power. The outages occurred well beyond the Town's service area and affected the transmission lines that supply electricity to the Town as well as other area communities.

While the causes of the recent outages (lightning, downed trees) are not necessarily ones we can always prevent in future, please be assured we are squarely focused on delivering reliable service to you, our collective customers. There are highly skilled and committed individuals – many here in this community, working hard to mitigate down time and minimize disruption of service for all of us.

Rachel Bailey, Mayor
Town of Lunenburg

Karen Hutt, President & CEO
Nova Scotia Power

Overview - Power Outages in Lunenburg and Surrounding Area

June 15

- Affected: 477 customers in the Town of Lunenburg.
- Cause: Tree on powerline; restored in less than 2 hours.

August 30

- Affected: Lunenburg, Mahone Bay, Riverport utility customers and 1,900 NSPI customers.
- Cause: Lightning at substation; restored in less than 4 hours by switching the majority of customers to a power supply from another substation. A subsequent 10 minute outage occurred once the work at the substation was completed to switch customers back to their regular supply source.

September 9

- Affected: Lunenburg, Mahone Bay, Riverport utility customers and 1,900 NSPI customers.
- Cause: Customer cut a tree that fell on transmission line; restored in less than 2 hours.

September 11

- Affected: Lunenburg, Mahone Bay, Riverport utility customers and 1,900 NSPI customers.
- Cause: Lightning at substation, the majority of customers were restored in less than 4 hours by switching to a power supply from another substation. A subsequent 10 minute outage occurred September 12 once the work at the substation was completed to switch customers back to their regular supply source.

September 18

- Affected: Lunenburg, Mahone Bay, Riverport utility customers and 1,900 NSPI customers.
- Cause: Insulator failure outside NSP substation. Repairs and safe restoration process took approximately 3 hours.

September 30

- Affected: Bridgewater Road Circuit Lunenburg.
- Cause: Mylar balloons in overhead transmission wires caused fault/outage. Restoration time less than an hour.

October 3

- Affected: King/Fox/Townsend Street Circuit Lunenburg.
- Cause: High wind/rain resulted in a fault. Power restored in six hours approx.

October 16

- Affected: Lunenburg, Mahone Bay, Riverport utility customers and 1900 NSPI customers approx.
- Cause: High wind (85 kms.) and rain caused a tree to fall on transmission lines. Power restored in less than one hour. Subsequent New Town power outage for two hours approx. due to broken tree limbs during high wind gusts.