

NOVA SCOTIA UTILITY AND REVIEW BOARD

IN THE MATTER OF THE PUBLIC UTILITIES ACT

- and -

IN THE MATTER OF a Public Review of the Power Outages resulting from the Storm of November 13 and 14, 2004

BEFORE:

Margaret A. M. Shears, Vice-chair
Kulvinder S. Dhillon, P. Eng., Member
John A. Morash, C.A., Member

ORDER

WHEREAS by letter dated November 16, 2004, Premier John Hamm made a request to the Nova Scotia Utility and Review Board (“Board”) to begin a public review of Nova Scotia Power Inc.’s (“NSPI”) state of preparedness for, and response to the November 13 and 14, 2004 storm;

AND WHEREAS the Board agreed to conduct such a review and independent experts were retained in order for the Board to properly assess NSPI’s performance before, during and after the storm;

AND WHEREAS a hearing was held on April 18, 19, 20, 26, 27 28, and May 5 and 16, 2005, on this matter, with final submissions filed on June 9, 2005, and the Board issued its Decision on August 5, 2005;

AND WHEREAS the Board concluded that the outages were caused by the severity of the storm; the state of transmission and distribution systems generally were adequate; NSPI's communication system failed; and the independent experts' recommendations for improvement were accepted;

IT IS ORDERED that NSPI take the following actions:

1. NSPI shall engage the services of an additional weather information provider;
2. NSPI to adopt changes to reflect Liberty's findings in relation to the transmission system;
3. NSPI to review the Hydro Quebec Ice Storm Report and file a brief, no later than November 30, 2005, reviewing how to improve reliability during severe storm events;
4. NSPI to file an assessment report on the completion of right-of-way ("ROW") clearance of transmission lines by November 30, 2005;
5. NSPI to file by November 30, 2005, its practice on the matter of line operating temperatures;
6. NSPI to file a report on the adequacy of the number and location of Power Line Technicians ("PLTs"), the annual operations and maintenance expenditures per customer and an accurate reflection of what the CAIDI statistics represent;
7. NSPI to file a revised Emergency Service Restoration Plan ("ESRP") by December 30, 2005, after consultation with external agencies and media, to improve communication between NSPI and these stakeholders;
8. NSPI to implement necessary modifications to maximize the functionality of the call centre;
9. NSPI to file by September 30, 2005, recommendations and proposed improvements to its telephone system after the stress test;
10. NSPI to file a report on the utilization of a private vendor for a call overflow management system;

11. NSPI to file by September 30, 2005, its updated communication plan including the use of e-mails and web site;
12. NSPI to prepare and maintain an accurate list of critical care customers.

DATED at Halifax, Nova Scotia, this 2nd day of November, 2005.

Clerk of the Board