

POWERING A GREEN NOVA SCOTIA, TOGETHER

RELIABILITY

POWERING OUR COMMUNITIES. EVERY DAY.

You count on us to power your lives and communities. In today's connected world, electricity is essential to live, work and thrive in a modern Nova Scotia.

Providing safe, reliable electricity every day is our commitment to you. We work across the province, from Yarmouth to Wreck Cove and every community in between, to prevent power outages and to strengthen our electrical system—for today, and for the future.

HOW WE'RE INVESTING IN OUR SYSTEM

\$180 MILLION invested each year in new equipment, upgrades, refurbishments and tree trimming province wide.

\$20-25 MILLION spent annually on tree trimming along approximately 1,000 km of power lines to prevent outages.



DOUBLING OUR INVESTMENT in tree trimming over the next five years.

181 POWER LINE TECHNICIANS

along with over 700 employees including apprentices and many other roles working in the field and our power plants and facilities, dedicated to delivering reliable service.

500,000 HOMES AND BUSINESSES

upgraded to smart meters.

135 BATTERIES DEPLOYED

across Nova Scotia through our Smart Grid battery storage pilot program.

DEDICATED TO POWERING YOUR DAY.

Nova Scotia's power grid was built through forest, fields, and rock, and it sits on the edge of the North Atlantic Ocean. It's made up of close to 33,000 kilometres of power lines and approximately 500,000 poles. It's a complex system that continues to be exposed to severe weather that is getting more severe with time.

Our teams work across the province to maintain, strengthen and continue to improve the essential service we provide Nova Scotians. We're held accountable to annual performance standards that measure how well we do to keep this service reliable.

Through proactive plans and innovative technology, we're always inspecting, testing and improving our infrastructure. Decisions on how we invest are guided by outage statistics and equipment monitoring and data.

CLIMATE CHANGE is resulting in shifting weather patterns, more severe weather events and increased wind speeds. Severe weather is the leading cause of power outages in Nova

Scotia—and its impacts lead to weakened trees which fall into our lines. It's why we need innovative solutions so our system can stand up to our changing weather.

We **UPGRADE THE POWER GRID** through large scale projects identified for each region and through equipment upgrades and repairs.

We look at **TRENDS AND PREDICTIVE ANALYTICS** to plan our repairs, upgrades and vegetation management work. This includes:

- Using digital mapping technology, to see the position of trees against our power lines.
- Exploring ultrasonic scanning to detect the high frequency sound that is given off when an insulator on one of our poles is breaking down.
- Adding line covers in heavily treed communities where tree removal isn't feasible for added protection against fallen branches.

For more information, visit nspower.ca/reliability

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OUR RELIABILITY PERFORMANCE

As we continue to see more storms where the wind gusts over 80 km an hour, we're modernizing our grid, responding to climate change and evolving for the future. Based on reporting from Electricity Canada and the US Energy Information Administration, we ranked 2nd overall when looking at reliability performance. This is based on data gathered from a number of comparable electric utilities across Atlantic Canada and Maine.

Adjusting for storms, in 2022, Nova Scotians experienced **LESS THAN 2.5 OUTAGES** on average.



Over the last five years, Nova Scotians had power an average of **99.7% OF THE TIME.**



KEEPING SAFETY TOP OF MIND

SAFETY is at the heart of everything we do. Our safety culture focuses on the firm belief that all incidents are preventable. All of our employees receive annual safety training, and we have customized training programs for our frontline workers, leaders and contractors.

MODERNIZING OUR GRID

We're building a cleaner, greener energy future for our province, while providing electricity that is safe and reliable for all Nova Scotians.

- **SMART METERS** are the foundation for our energy future, offering customers more choice and control over their energy use. They help us understand when and where outages happen, allowing for a faster, more efficient response. More than 95% of homes and businesses in the province have been upgraded to smart meters and work will continue throughout 2023 to upgrade those remaining.
- **BATTERY STORAGE** can help us bring more clean energy to the grid and provide back-up power in the event of an outage. We've successfully tested battery storage through our Intelligent Feeder Project. Now, we're working with 135 customers, as part of the Smart Grid Nova Scotia pilot to understand how in-home batteries can provide value for our electrical system and for our customers.

STAYING STORM READY

We work throughout the year to ensure we're prepared for storms and severe weather. Our teams monitor all forecasts for storms and have plans in place in the event one comes our way. This includes looking at areas expected to be impacted the most and where we might need additional resources. We're always working to ensure our crews can respond safely and quickly.

We regularly assess the condition of our infrastructure and trees in hard-hit areas following a major storm—this can require follow-up work to address new reliability risks before the next storm hits.



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