

HURRICANE FIONA RESPONSE

HURRICANE FIONA AT A GLANCE

- Fiona was the largest storm Nova Scotia has seen - some have said that it combined the power of Juan with the size of Dorian.
- The storm caused widespread damage including thousands of trees on lines and hundreds of broken or leaning poles due to trees, downed transformers and blocked roads from fallen trees.
- Many of the repairs are complex which means they are taking longer. There are many steps before we can safely restore power.
- For example: trees have to be removed to access streets. Debris needs to be removed from lines. Broken poles and other electrical equipment have to be repaired once all the trees are removed. All of this has to happen first before we can safely restore power.
- Approximately 415,000 customers in Nova Scotia lost power because of Hurricane Fiona, as the storm made its way across Nova Scotia.

- We have over 1,000 powerline technicians, forestry technicians and damage assessors in the field. There are also hundreds of NS Power employees, including engineers, dispatchers and customer service representatives working behind the scenes to support our crews and customers.

PEAK WIND SPEEDS BY REGION



RESTORATION

- Our crews work on restoring power during a storm as soon as it's safe to do so.
- We stand our crews down when the wind reaches over 80km an hour.
- Safety is at the core of everything we do and sometimes that can mean waiting until the wind slows down so we can safely start our restoration work.
- We understand how frustrating it can be when our customers are waiting for their power to be restored and there aren't any visible Nova Scotia Power trucks and crews working in the area. It could be that the cause of the outage is located some distance away.
- After a large storm like Hurricane Fiona, there could be multiple repairs that need to be made before power is restored; for example, we may need to repair the feeder line that supplies an entire community before we can fix a line that is down on a street.

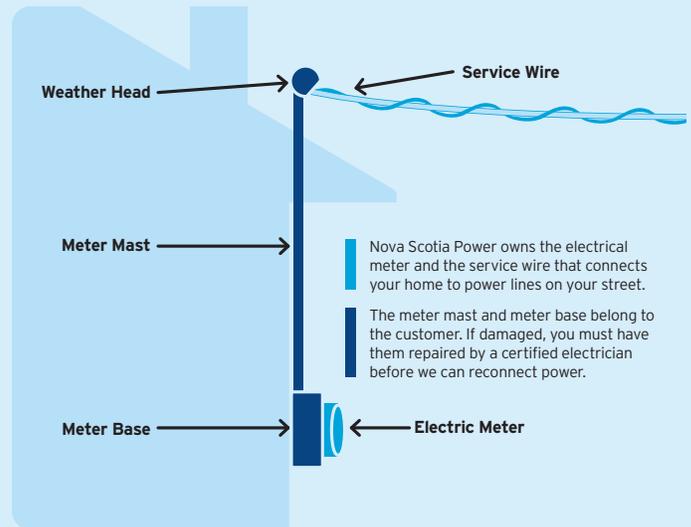
- 1 PUBLIC SAFETY ISSUES & EMERGENCY SITUATIONS**
- 2 CRITICAL SYSTEM INFRASTRUCTURE**
such as transmission lines & substations
- 3 CRITICAL EMERGENCY (EMO) INFRASTRUCTURE**
such as hospitals, shelters, essential services
- 4 MAIN ELECTRICAL FEEDERS**
servicing communities & neighbourhoods
- 5 BRANCH POWER LINES**
servicing individual streets
- 6 INDIVIDUAL HOMES & BUSINESSES**

For more information visit nspower.ca

HURRICANE FIONA RESPONSE

3 STEPS TO HAVE YOUR DAMAGE REPAIRED

1. Call Nova Scotia Power at 1-877-428-6004 to report the damage. We'll send a line crew to your home to disconnect service so an electrician can make the repair.
2. Find a certified electrician. If you don't know of an electrician in your area, give us a call and we'll help contact one for you. You can also find a list below of electricians who are ready to help.
3. Your electrician completes repairs. The electrician will call Nova Scotia Power to request an inspection and a service reconnection.



ESTIMATED RESTORATION TIMES

- We provide an estimate of when the power will be restored on our outage map.
- The estimated restoration times (ETRs) on our outage map are based on a few different considerations:
 - » Weather conditions
 - » Road & travel conditions
 - » Location of the outage, and
 - » Previous storm and outage historical information
- Once the damage is assessed, there are sometimes other factors identified that could impact and result in longer restoration times like:
 - Blocked roads
 - Unsafe conditions, and/or
 - More damage than expected
- The new ETR is then updated on our outage map when this information is received.

KEEP OUR INFORMATION CLOSE

To stay updated on outage information and ETRs, we recommend you:

- » Bookmark outagemap.nspower.ca
- » Follow us on Twitter @nspowerinc
- To report an outage, please visit our outage map or call our 24/7 outage line at 1-877-428-6004.

STORM SAFETY TIPS

Remember to stay safe during a storm with these quick tips:

1 TURN OFF AND UNPLUG electrical equipment like TVs and computers. 

2 AVOID USING CANDLES as emergency lighting. Chose a flashlight instead. 

3 DON'T ACCESS YOUR ELECTRICAL PANEL if there is water in the immediate area. 

4 IF YOU SEE A DOWNED WIRE, stay 10 metres away and call 911. 

For more information visit nspower.ca