

Office of the President and Chief Executive Officer
Bureau de la présidente-directrice générale

March 19, 2025

Mayor Jim Bedford
Village of Fundy-St. Martins
73 Main Street, Unit 2
St. Martins NB E5R 184

email: JamesBedford@fundystmartins.ca

Re: February 20-21, 2025 Power Outage

Dear Mayor Bedford

I'm writing in response to your letter regarding a recent unplanned power outage affecting your community.

We know New Brunswickers rely on us to provide them with the electricity they need to power their homes and businesses. Providing all of our customers, no matter where they live in the province, with a safe and reliable supply of electricity is our greatest priority.

We know how disruptive outages can be and the impact they can have on customers, which is why we work hard to prevent them. If outages do occur, we try to learn everything we can to prevent similar disruptions from occurring in the future. We are grateful to our customers for their patience and support when unplanned outages occur, as well as thankful to our crews who work hard, and often during challenging conditions, to get customers restored as quickly and efficiently as possible.

Regarding the outages your community faced, February 20-21, we identified that newly installed steel crossarms on some poles unfortunately contained ice inside. Once the sun hit the new crossarms, the ice melted, leading to water dripping onto the poles' new insulators. Icicles went on to form over the insulators, which led to the lines tripping and the loss of power. We're currently investigating this and will be taking action to mitigate any future similar incidents from occurring.

Crews worked hard to restore power throughout the outage, including until midnight on February 20, at which point the line repairs were completed. Once the lines were back on, the crews started to energize customers; however, due to the cold temperatures, they encountered further challenges, requiring additional repairs into February 21.

As mentioned, we are continuing to investigate this unplanned outage to ensure we fully understand the situation. Our findings will inform the next steps NB Power takes to mitigate future issues and to improve reliability in your area, as well as the province as a whole.

I wanted to also let you know that NB Power has been undertaking other reliability improvements in your area. For example, in addition to installing new steel crossarms as mentioned, we've done work to improve our protection systems, meaning we've implemented advanced sensors that are providing us with more information on potential faults or issues that could lead to outages so we can prevent them before they happen. We have also focused strongly on vegetation management to further reduce outage impacts in the Village of Fundy-St Martins and surrounding areas.

I hope this addresses your concerns. Please don't hesitate to reach out with any additional questions.

Kind regards,



Lori Clark
President & CEO NB Power

cc: Hon. John Herron, Minister of Natural Resources
Hon. Rene Legacy, Minister responsible for Energy