

February 20, 2015

Doreen Friis
Regulatory Affairs Officer/Clerk
Nova Scotia Utility and Review Board
1601 Lower Water Street, 3rd Floor
P.O. Box 1692, Unit "M"
Halifax, NS B3J 3S3

Re: **M06321 - Review of Nova Scotia Power Incorporated's State of Preparedness and Response to Post-Tropical Storm Arthur – July 5, 2014 (P-401.38)**

Dear Ms. Friis:

In its letter dated February 9, 2015, the Utility and Review Board ("Board") enclosed a copy of an email dated January 27, 2015 received by the Board from Mr. Ivan Smith raising concerns about NS Power's website. The Board directed NS Power as follows:

Please review the attachment and provide a response to the Board no later than Friday, February 20, 2015.

Please accept this correspondence as NS Power's response.

In his email dated January 27, 2015, Mr. Smith provides detailed comments on the NS Power website; however, he appears to have two (2) specific questions to which he requests a response. Specifically, Mr. Smith stated as follows:

Respectfully, I request the Utility and Review Board to consider asking Nova Scotia Power to provide an answer to the following two-part question, which I believe is relevant to any official review of the performance of the NSPI website:

Does NS Power accept W3C as the ultimate final authority in deciding whether its website is or is not free of coding errors? If not, what organization or entity does NS Power consider to be the ultimate final

authority in deciding whether its website is or is not free of coding errors.

In response to these questions, NS Power can advise that while W3C provides recommendations/standards, NSPI does not consider it, or any other organization or entity, to be the ultimate final authority in deciding whether its website is or is not free of coding errors. In NS Power's view, a website that passes a validation test may still contain coding errors and conversely, a site that shows errors in validation may not contain any coding errors. NS Power follows a structured quality assurance process to validate that a website does not contain coding errors which includes validation that the top web browsers render the page correctly.

NS Power can also advise that the outage section of its website is under review by the Board's consultant, the Liberty Consulting Group, as part of the Board's review of NS Power's storm response to post-tropical storm Arthur.

Yours truly,



Brian Curry
Regulatory Counsel