

Utilities

The Nova Scotia Utility and Review Board is an independent quasi-judicial tribunal tasked by Government with the legal responsibility to carry out the mandate assigned through statute and regulation. The Board is responsible for the general supervision of all public utilities including approving: establishment of utilities, rates and terms of service, capital expenditures in excess of \$25,000, resolution of certain types of complaints and abandonment of service.

Water & Sewer

Water Availability

Service Location	Town of Amherst	Town of Oxford	Town of Parrsboro	Town of Springhill
Major Source	Ground Water	Ground Water	Ground Water	Surface
% of Population Increase Served from the Source	9,470	1,330	1,530	4,090

Water Treatment

Name of Provider	Amherst Water Department
Rated Capacity (gallons)	10,000 M3 per day / 2 mgd
Average Daily Demand (mgd)	5700 M3 per day / 1.14 mgd
Peak Demand (mgd)	Daily Peak N/A, 400 M3 per hour / 80,000 gallons per hour
Chemical Breakdown of Water	Chemical/Mineral Contents
Cost per 1000 Gallons	Cost Breakdown
Water Connection Fee	\$10 Plus cost of installing service to property line

Source: Ron Patterson, Town Engineer and Director of Operational Services, Town of Amherst

Name of Provider	Town of Oxford Water Utility
Rated Capacity (gallons)	N/A
Average Daily Demand	N/A
Peak Demand	1.152
Chemical Breakdown of Water	N/A
Cost per 1000 Gallons	\$1.62
Water Connection Fee	\$25.00

Source: Darrell White, CAO, Town of Oxford

Name of Provider	Town of Parrsboro
Rated Capacity (gallons)	700,000
Average Daily Demand (mgd)	100,000 IGD - Imperial gallons/day
Peak Demand (mgd)	337,00 IGD
Chemical Breakdown of Water	pH Control, Chlorine
Cost per 1000 Gallons	Not metered
Water Connection Fee	\$15.00

Source: Ashely Brown, Chief Administrative Officer, Town of Parrsboro

Name of Provider	Springhill Water Utility
Rated Capacity (mgd)	1.15mgd (800g/min)
Average Daily Demand (mgd)	0.65mgd (450g/min)
Peak Demand (mgd)	0.85mgd (600g/min)
Chemical Breakdown of Water	awaiting raw and treated water sample results
Cost per 1000 Gallons	\$2.31/1000 from 0-2,000,000gal and \$1.93/1000 over 2,000,000
Water Connection Fee	\$20 unmetered and \$40 metered or installed after hours

[Learn more about Nova Scotia Drinking Water Guidelines](#)

Sewer Treatment

Municipality of the County of Cumberland							
Name of Provider	Amherst Marsh S Joggins Sewer	Maccan Sewer	Pugwash Sewer	River Hevert East	River Hebert West	Wallace	
Type of Service	Sanitary Sewer	Sanitary Sewer	Sanitary Sewer	Sanitary Sewer	Sanitary Sewer	Sanitary Sewer	Sanitary Sewer
Rated Capacity (mgd)	0.07	0.084	0.07	0.5	0.035	0.119	0.042
Average Daily Demand (mgd)	0.015	0.03	0.035	0.1	0.02	0.065	0.03
Peak Demand (mgd)	0.07	0.084	0.07	0.5	0.035	0.119	0.042
Cost per 1000 Gallons	N/A - \$435/user unit	N/A - \$260/user unit	N/A - \$250/user unit	N/A - \$435/user unit	N/A - \$275/user unit	N/A - \$275/user unit	N/A - \$280/user unit
Sewer Connection Fee	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000	###	\$2,000

Source: Robert Streach, Superintendent of Public Works County of Cumberland

Name of Provider	Town of Amherst
Type of Service	Wastewater collection only, treatment plant scheduled for 2010
Rated Capacity (mgd)	12,000 M3 per day / 2.4 mgd
Average Daily Demand (mgd)	7500 M3 per day / 1.5 mgd
Peak Demand (mgd)	12000 M3 per day / 2.4 mgd
Cost per 1000 Gallons	Cost Breakdown
Sewer Connection Fee	\$760 for residential, actual cost of installing service for non-residential

Source: Ron Patterson, Town Engineer and Director of Operational Services, Town of Amherst

Name of Provider	Town of Oxford
Type of Service	Aerated Lagoon System UV Disinfection
Rated Capacity (mgd)	N/A
Average Daily Demand (mgd)	N/A
Peak Demand (mgd)	N/A
Cost per 1000 Gallons	\$200 per year per dwelling
Sewer Connection Fee	service is taken to property line, owner responsible from line into home

Source: Darrell White, CAO, Town of Oxford

Name of Provider		Town of Springhill
Type of Service	Combined (type of treatment sand filters and UV disinfection with areated lagoons)	
Rated Capacity (mgd)	Designed to handle average daily flows of 1.08mgd and maximum daily flows of 4.33mgd	
Average Daily Demand (mgd)	0.65mgd (450g/min)	
Peak Demand (mgd)	10.6mgd (7359gal/min reading taken during storm water conditions actual reading would be higher flow meter doesn't record any higher)	
Cost per 1000 Gallons	n/a	
Sewer Connection Fee	\$10.00	

Electric Power			
Name of Company		Nova Scotia Power	
Communities Served		Cumberland County	
Company-Net Importer or Exporter of Power		The power is produced in Nova Scotia, and only 5% of power is imported/exported	
% of Reserve Margin Including Generation & Net Purchases		N/A	
Name of Power Pool Membership		N/A	
State Electric Power Deregulated (yes or no, if yes provide date)		No	
Average Cost per kWh (cents)			
Residential	Customer Charge	\$10.83 per month	Residential Rates
	Energy Charge	10.13 ¢ per kilowatt hour	
Commercial	Demand Charge	\$8.10 per month per kilowatt of maximum demand	
	General Tariff	8.60 ¢ per kilowatt hour for the first 200 kilowatt hours per month per kilowatt of maximum demand	
		6.08 ¢ per kilowatt hour for all additional kilowatt hours	Commercial Rates
Industrial	Small Industrial Tariff	\$5.63 per month per kilovolt ampere of maximum demand	
		7.33 ¢ per kilowatt hour for the first 200 kilowatt hours per month per kilovolt ampere of maximum demand	
		5.59 ¢ per kilowatt hour for all additional kilowatt hours	Industrial Rates
Source: www.nspower.ca			

Natural Gas	
Name of Provider	Heritage Gas
Average Cost for Users	
Residential	Cost is determined according to a distribution rate and price is market driven
Commercial	Heritage Gas representatives claim the average cost for users is generally 20%-30% less than oil,
Industrial	is roughly 1/2 the cost of electricity and propane. (based on yearly averages)
Firm Contract Rates	N/A
Interruptible Service Rates	N/A

Source: Paul Hawkes, Manager of Customer Services, Heritage Gas

Telecommunications								
# of Local Service Providers	2	Aliant & Eastlink						
# of Long Distance Service Providers	4	Rogers Telecom (Sprint), Eastlink, Aliant, Primus						
Aliant								
Central Offices	Type	Switch Technology Digital/Analog	Fiber Service Provided	Monitored Remotely/ISDN On-Site	Availability	Central Office on Self-Healing Fiber Ring	Dual Feed from 2 Separate Switching Offices	ADSL Ports
Advocate	RLCM	Digital	Yes	Remotely	Yes	NO	NO	YES
Amherst	RSC-S	Digital	Yes	On Site	Yes	YES	YES	YES
Northport	RSC	Digital	Yes	Remotely	Yes	YES	YES	YES
Collingwood	RLCM	Digital	Yes	Remotely	Yes	NO	NO	NO
Great Village	RLCM	Digital	Yes	Remotely	Yes	YES	YES	YES
Maccan	RLCM	Digital	Yes	Remotely	Yes	NO	NO	YES
Oxford	RSC-S	Digital	Yes	Remotely	Yes	YES	YES	YES
Parrsboro	RSC-S	Digital	Yes	Remotely	Yes	YES	YES	YES
Port Greville	RLCM	Digital	Yes	Remotely	Yes	NO	NO	YES
Pugwash	RSC-S	Digital	Yes	Remotely	Yes	YES	YES	YES
River Hebert	RSC-S	Digital	Yes	Remotely	Yes	NO	NO	YES
Southampton	RLCM	Digital	Yes	Remotely	Yes	YES	YES	NO
Springhill	RSC-S	Digital	Yes	Remotely	Yes	YES	YES	YES
Wallace	RSC	Digital	Yes	Remotely	Yes	NO	NO	YES
Wentworth	RLCM	Digital	Yes	Remotely	Yes	YES	YES	YES

Points of Presence (POPs) of Long Distance Carriers			
Carrier	City	County	Address
Aliant	as listed above	Cumberland	varies
Microwave or Hardware	Hardware		
Dual Fiber Feed from the Central Switching Office of the Local Exchange Carrier	Yes		
Diverse Routing Available	Yes		

Source: Don MacKay, Regional Manager- North Eastern NS, Aliant

Telecommunications							
Eastlink							
Central Offices	Switch Technology is Digital/Analog	Fiber Service Provided	Monitored Remotely/ On-Site	ISDN Availability	Central Office on Healing Fiber Ring	ADS2 Available	Dual Feed from 2 Separate Switching Offices
Amherst	both TDM and IP	speeds up to 1000M	From Network/On-Site	YES	YES	N/A	Access network Available
Collingwood	both TDM and IP	speeds up to 1000M	From Network/On-Site	YES	YES	N/A	Access network Available
Maccan	both TDM and IP	speeds up to 1000M	From Network/On-Site	YES	YES	N/A	Access network Available
Oxford	both TDM and IP	speeds up to 1000M	From Network/On-Site	YES	YES	N/A	Access network Available
Parrsboro	both TDM and IP	speeds up to 1000M	From Network/On-Site	YES	YES	N/A	Access network Available
River Hebert	both TDM and IP	speeds up to 1000M	From Network/On-Site	YES	YES	N/A	Access network Available
Springhill	both TDM and IP	speeds up to 1000M	From Network/On-Site	YES	YES	N/A	Access network Available

Points of Presence (POPs) of Long Distance Carriers			
Carrier	City	County	Address
Eastlink	Eastlink Long Distance available with telephone service and is provided as appropriate via fiber optic or coaxial technology. No microwave technology used.		
Microwave or Hardware	Customer may also elect to use long distance service from other national LD providers through their equal access interconnections with Eastlink		
Dual Fiber Feed from the Central Switching Office of the Local Exchange Carrier	Yes		
Diverse Routing Available	Yes		

Source: David Caldwell, Senior Director Business Services, Eastlink

Business Support Services (#)

Tool & Die	1
Machine Shop	5
Welding	5
Office Equipment Service & Repair	3
Temporary Employment Services	0

Source: www.yellowpages.ca , Canada 411

Canada Post Office (Including Performance Ratings)

Distance to Nearest General Mail Facility	Locations in Amherst, Oxford, Parrsboro, and Springhill.		
% of Mail On-Time	98.3% - 98.9%		
Efficiency Rating	95.6% - 97.2%		
Guaranteed Service/Delivery Territory	Xpress Post	Regular Parcel	Expedited Parcel
Canada Regional	1-2 days	3-5 days	1-3 days
Canada National	2 days	4-9 days	2-7 days
Nearest Bulk Mail Facility	Amherst Post Office, Springhill Post Office		
Location & Distance from the Community			

[Canada Post Guide](#)

Source: Canada Post Manager

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