

May 26, 2026

NON-CONFIDENTIAL

Lisa Wallace
Chief Clerk of the Board
Nova Scotia Energy Board
1601 Lower Water Street, 3rd Floor
Halifax, NS B3J 3S3

Re: M12845 – Customer Complaint – Malcolm Mills

Dear Ms. Wallace:

On May 11, 2026, Nova Scotia Power Inc. (NS Power, Company) received a complaint from Mr. Malcolm Mills regarding the costs associated with his heat pump installation through an Efficiency Nova Scotia program, concerns about program-related pricing and promotion, and the status of his account.

In the Nova Scotia Energy Board's (Board, NSEB) letter dated May 11, 2026, the Board directed as follows:

By copy of this letter, the Board requests NS Power to file a response with the Board to the enclosed complaint on or before **2:00 PM on Tuesday, May 26, 2026**. NS Power must also provide a copy of their response to Mr. Malcolm Mills.

NS Power acknowledges the concerns raised and appreciates the opportunity to respond.

By way of context, NS Power and EfficiencyOne (which operates in Nova Scotia as Efficiency Nova Scotia) are separate and distinct organizations. EfficiencyOne is an independent, non-profit corporation that holds an exclusive provincial franchise, granted under the *Public Utilities Act*, to design, administer, and deliver electricity efficiency and conservation programs in the province.

Pursuant to section 79I of the *Public Utilities Act*, NS Power is required to support cost-effective energy efficiency and conservation for the benefit of its customers. This obligation is fulfilled not by operating programs directly, but through a Board-approved agreement with EfficiencyOne as the designated franchise holder. This structure was established by the province to ensure that such programs are administered independently of NS Power.

NS Power does not design, manage, or administer EfficiencyOne's programs and has no role in setting the cost of heat pump equipment, installation services, or applicable rebates or incentives. Pricing and program terms are determined by EfficiencyOne, participating contractors, and relevant government programs, none of which fall within NS Power's authority. Accordingly, any concerns relating to program administration are appropriately directed to EfficiencyOne as the program administrator.

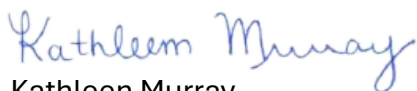
While NS Power works collaboratively with EfficiencyOne and may provide customers with information about available programs, including participating contractors, participation in those programs is voluntary. Customers retain discretion in selecting whether to participate in a program and in choosing a contractor or product that best meets their needs. NS Power does not receive any benefit from a customer's participation in a particular program or vendor selection.

With respect to Mr. Mills' account, NS Power administers billing and collections in accordance with its Tariffs and Regulations, as approved by the Board. Where accounts become significantly past due and attempts to resolve the outstanding balance are unsuccessful, referral to a third-party collection agency may occur as part of standard collections practice.

Notwithstanding the above, NS Power remains committed to working constructively with its customers. If Mr. Mills is interested, the Company can discuss a payment arrangement that may assist in addressing his outstanding balance. Mr. Mills may advise if he wishes to pursue this option, and NS Power can arrange for a representative to contact him to review what may be available.

Please consider the enclosed information confidential due to the personal nature of the information that has been provided. NS Power has forwarded a copy of this correspondence to Mr. Mills by e-mail.

Yours truly,



Kathleen Murray
Regulatory Counsel

Encl.
c. Mr. Malcolm Mills