

NOVA SCOTIA ENERGY BOARD

IN THE MATTER OF: THE PUBLIC UTILITIES ACT

- and -

**IN THE MATTER OF: A Complaint by a customer of NOVA SCOTIA POWER INC. (NS
Power) – Malcolm Mills**

INFORMATION REQUESTS – Non-Confidential

To: Malcolm Mills

By email: [REDACTED]

**From: Nova Scotia Energy Board
Board Staff**

Responses Due: Tuesday, July 21, 2026

Contact Person: Anh Nguyen
Analyst
Nova Scotia Energy Board
Tel: (902) 424-9285
anh.nguyen@novascotia.ca

Issued at Halifax, Nova Scotia, this 29th day of June 2026.



Lisa Wallace, Chief Clerk of the Board

Request IR-1:

In your complaint to the Board, you indicated that you had heat pumps installed in your house in 2024 under the Efficiency Nova Scotia program, promoted by NS Power. You said you were overcharged and that your account is with collection agencies. You request an investigation of practices and at least 70% of the charges written off.

On May 26, 2026, NS Power explained that it is required to support cost-effective energy efficiency for the benefit of its customers but does not administer Efficiency NS's programs and has no role in setting the cost of heat pump equipment/ installation, rebates or incentives. You did not provide a response to NS Power's information by the deadline of June 9, 2026.

(a) Please clarify what charges are you looking to be written off – the Efficiency NS's heat pump program cost or the electricity charges from NS Power after the heat pump installation, or a combination of both.

(b) Please provide documents that support the charges you are looking to be written off, including but not limited to the contract for the heat pumps, invoices for the heat pump purchase and installation, service contracts, accounting billings, promotion material, notes from credit bureaus or debt collection agencies, and communications between you and the parties that provided those services, etc.

(c) Have you discussed a payment arrangement with NS Power or Efficiency NS to reduce your outstanding balance?

- i. If yes, what have you agreed on, in terms of payment?
- ii. If no, do you want to pursue this option now?

Request IR-2:

In your Notice of Complaint, you state that you were "exploited" and "grossly overcharged". You further state that Efficiency NS "took advantage of seniors exploiting their desperation, inflating prices and encouraging debt they could not afford". Please explain the series of events that you believe lead to your being overcharged.