

From: Bradley [REDACTED] >
Sent: July 16, 2026 3:39 PM
To: Penney, Nicole <Nicole.Penney@novascotia.ca>
Cc: Wallace, Lisa <Lisa.Wallace@novascotia.ca>; Podolyako, Maryna <Maryna.Podolyako@novascotia.ca>; Blake Williams <blake.williams@nspower.ca>; Carley Freeman <carley.freeman@nspower.ca>; Chris Lanteigne <chris.lanteigne@nspower.ca>; Jennifer Ross <jennifer.ross@nspower.ca>; Kathleen Murray <kathleen.murray@nspower.ca>; Lisa Forsey <lisa.forsey@nspower.ca>; Sofia Reiner <sofia.reiner@nspower.ca>; Sonia Liao <sonia.liao@nspower.ca>
Subject: Re: M12857 NSPI DRO Appeal - Billing Issues - Brad Neville

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This was also entered into the portal today.

Subject: Response to Information Requests (IR-1 & IR-2) - Case M12857 (Brad Neville)

To: anh.nguyen@novascotia.ca

Date: July 16, 2026

Dear Anh Nguyen,

Please find below my formal responses to the Information Requests issued by the Nova Scotia Energy Board on June 26, 2026, in relation to Case M12857.

Response to Request IR-1

I confirm that I wish to proceed with having my electricity meter tested by Measurement Canada. I understand and accept the provisions regarding the testing fee: that I will be responsible for a \$46.00 fee if the meter is found to be accurate, and that this fee will be credited back to my account if the meter is found to be faulty.

Response to Request IR-2

(a) When was your heat pump installed at the property? Is heat pump now the only heat source for the property?

The heat pump was installed on August 22, 2025. Yes, the heat pump is currently the only active heat source for the property.

(b) What was the heating system for the property before the installation of the heat pump?

Prior to the heat pump installation, the heating system was an oil forced-air furnace.

(c) What other main appliances and/or electrical devices were installed at the property before and after you started your occupancy that contribute to your "on-premise" usage?

I have not added any new or extra major appliances to the property since purchasing the home. The only update was replacing the existing hot water tank with a new standard Rheem residential electric hot water tank approximately three years ago.

Other than that, the only major appliances operating at the property are:

Two (2) refrigerators

Two (2) stoves

The replaced Rheem residential electric hot water tank

(d) Does the smart thermostat system monitor and report on electricity usage of those appliances and devices too?

No. The Lennox smart thermostat system only tracks and monitors the energy used for the heating and cooling of the home. It does not monitor or report on the electricity usage of any other appliances or devices.

Sincerely,

Brad Neville

A solid black rectangular box used to redact the signature of Brad Neville.



Alex Kelly Jun 2
to me ▾



To Whom It May Concern,

We were called to inspect the electrical system at 40 Penhorn Drive following concerns regarding unusually high power consumption.

The property is a standard bungalow with a basement apartment. The home does not utilize electric baseboard heating and has no significant high-amperage electrical loads, with the exception of a ducted heat pump system equipped with a backup electric heat kit.

Upon arrival, we conducted testing of the main electrical service, including an amperage draw assessment under normal operating conditions with the home's lighting and typical household loads in use. At the time of testing, the electrical panel was drawing approximately 3 amps on Line 1 (L1) and 5 amps on Line 2 (L2), indicating a relatively low electrical load.

The heat pump installed at the property is an ENERGY STAR® certified Lennox EL18KSLV, with a SEER2 rating of 19. The system is paired with a high-efficiency Lennox CBK48MVT air handler.

Based on our observations during the inspection,

The heat pump installed at the property is an ENERGY STAR® certified Lennox EL18KSLV, with a SEER2 rating of 19. The system is paired with a high-efficiency Lennox CBK48MVT air handler.

Based on our observations during the inspection, the home's electrical demand at the time of testing was minimal and did not indicate any abnormal current draw from the electrical system.

Please contact us if additional information or further testing is required.

Best regards,

Alex Kelly

Electrical Operations Manager

[Halifax Heat Pumps & Electrical](#)

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