

From: Greg Hammond [REDACTED]
Sent: September 15, 2026 12:28 PM
To: Wallace, Lisa <Lisa.Wallace@novascotia.ca>
Cc: jason.jardine@nspower.ca; Jennifer Ross <jennifer.ross@nspower.ca>; MacDonell, Rianne <Rianne.MacDonell@novascotia.ca>; Cavanaugh, Marina <Marina.Cavanaugh@novascotia.ca>; Penney, Nicole <Nicole.Penney@novascotia.ca>; Blake Williams <Blake.Williams@nspower.ca>; Carley Freeman <carley.freeman@nspower.ca>; Chris Lanteigne <chris.lanteigne@nspower.ca>; Kathleen Murray <kathleen.murray@nspower.ca>; Lisa Forsey <lisa.forsey@nspower.ca>; Sofia Reiner <sofia.reiner@nspower.ca>
Subject: M12876 DOC ANSWERS From GREG HAMMOND

**** EXTERNAL EMAIL / COURRIEL EXTERNE ****

Exercise caution when opening attachments or clicking on links / Faites preuve de prudence si vous ouvrez une pièce jointe ou cliquez sur un lien

Hi Lisa,

Here are the answers to the 7 questions (REQUEST IR-1 to IR-7) sent to me September 14, 2026.

I managed to finish them before my first [REDACTED] this afternoon and thankfully did not require the extension, though it was very much appreciated.

REQUEST IR-1

P.1Line2-4 NO

P.1Line5a) NA

P.1Line6b) Could not afford cost. I'm a senior, [REDACTED] on a fixed Government income that has to budget to the nickel for necessary items only.

REQUEST IR-2

P.1Line12a) YES

P.1Line13b) ETS Unit is on annually over Winter period whenever outdoor temperature drops below -15° C. To date it has been turned on 8 times (Nov.'20- Mar. '26) for no more than 5 Calendar days at a time to keep pipes from freezing. See attached weather data summary from Weather Canada. ALL OTHER TIMES, unit is OFF, and breaker turned OFF.

P.1Line14c) Answered above

*NOTE: Date cited " March 25, 2022" re ETS usage is not relevant to the billing complaint tendered (Nov.'25-Jan.'26).

P.1Line16-19

REQUEST IR-3

NS Power usage items:

Items always PLUGGED IN: fridge/freezer, stove, DW, 7 cu.ft. chest freezer, 1 50" smart TV, Washer/dryer, 1 table lamp with energy efficient bulb, Water heater, Air filtration unit, water softener,

NO other items are plugged in , nor used .

Washer/dryer use :3x / mo.

DW use :1x / mo.

TV use : 3 hrs./ day

Stove use : 1x / day for < 1 hr.

Lamp use : 5 hrs./ day

Hot water use : 3 showers / wk. @ 3 minutes or less (water temp. 25⁰ C), sporadic tap use in bathroom & kitchen.

Detached garage with baseboard heaters. NEVER USED. Breakers OFF.

I am the ONLY person residing in the property regularly. My habits have UNCHANGED in 6 years.

REQUEST IR-4

P.1Line21-25 Statement is incorrect in several ways:

1. I made no such statement (line23) on " October 29, 2029 " - date is incorrect.
2. I made no such statement that the " average temperate was -7.8 during the at time frame"
3. I made no such statement that I had " an EV". I have NEVER OWNED an EV. This error was made in a billing period (see attached energy usage summary) where it stated I had EV Power usage of \$104.

* NOTE: This entire " Request IR-4 " (Lines 21-25) is grammatically very poorly written !

P.1Line27a) NO

P.1Line28b) NA

P.1Line29c) NA

P.1Line30d) NA

REQUEST IR-5

P.1Line34 NO, Cannot afford an electrician to check my electrical system. It's a minimum of a \$125 charge to come to residence that I don't have.

P.1Line35a) NA

P.1Line36b) CAN'T AFFORD

REQUEST IR-6

P.2Line4a) UNKNOWN / UNKNOWN

P.2Line5b) NA / Never communicated anything to me pursuant to a visit.

REQUEST IR-7

P.2Line14a) NO pictures were not taken between Apr.'25-Mar.'26.

Pictures taken were started when billing discrepancies were noticed and becoming commonplace compared to ALL PRIOR YEARS' USAGE at property. Pictures were taken starting in May'26.

P.2Line16b) Pictures NOT taken between Apr.'25-Mar.'26 because until end of '25 bills were reasonable and predictable. Problems began toward end of 2025 which resulted in my appeal to DRO and subsequent submission to NSEB.

This concludes my answers to questions posed. The fact the document itself is replete with errors doesn't speak well for NSP who is claiming to be - in my tegard - error free.

Thank you,

Kind regards,

Greg Hammond



PRIVACY & CONFIDENTIALITY DISCLOSURE

This e-mail message content (including attachments, if any) is intended for the use of the individual or entity to which it is addressed and contains information that is privileged, proprietary , confidential and exempt from disclosure without express written permission from the sender.

If you are not the intended recipient, you are notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify the sender and erase this e-mail message immediately.

View your recent energy use and sign up for personalized email and SMS notifications on your [Preferences page](#).

11/21/2022 - 01/19/2023

Your Energy Cost Summary

Total Amount

\$624.88  **\$294**
[+88% vs. previous period](#)

Your Energy Use By Appliance

	Heating	\$335
	Electric Vehicle*	\$104
	Always On	\$44
	Water Heating	\$29
	Laundry	\$16
	Refrigeration	\$10
	Cooking	\$9
	Lighting	\$8
	Entertainment	\$7
	Other	\$25

Energy charges do not include taxes, fees

- **2023** was the coldest winter of this block, dropping all the way to **-23.9°C** (with a historic deep freeze hitting **-24.8°C** on February 4, 2023). During this year, Halifax officially recorded **2 days** where the temperature plummeted below **-20°C**.
- **2026** saw a minimum temperature of **-17.3°C** (occurring during a notable cold snap in January).
- **2025** saw the temperature drop to a low of **-16.2°C**.
- **2024** bottomed out right near the line at **-15.6°C**.
- **2020 to 2022** remained remarkably mild, with annual minimums generally staying above or very close to the **-15°C** mark.

