

The Energy Poverty Task Force commissioned a survey to engage Nova Scotians on energy poverty and related factors

Methodology

- A representative sampling of Nova Scotians (aligned to 2021 census NS socio-economic demographics) was invited to participate in a 25-minute Online Survey relating to Energy Poverty.
- The survey was conducted in January 2024, asking customers to respond based on their experience in the last 12 months
- In total, 1,502 households (i.e., respondents) completed the survey

Summary of Key Findings

% of all respondents (n = 1,502)

53%	dissatisfied with the affordability of their energy bills
27%	unable to maintain a comfortable home temperature in winter
23%	experienced problems paying to keep home heated
17%	experienced problems paying to keep electricity on
48%	aware of one or more of a list of NS financial energy support programs (HARP and HEAT being most prominent)
38%	participated in efficiency program to reduce energy bills

***27%**

% of those struggling to pay for heat or electricity (n = 404)

Financial actions taken to pay energy bill	
72%	delayed paying for another essential at least once
61%	built up debt through a financial institution
50%	borrowed from friends or family
38%	applied for help from government agency or community organization
Impacts on quality of life	
63%	experienced difficulty sleeping due to cold
13%	required medical attention due to cold
What NEW support could help most?	
47%	prefer on-bill recurring credit
39%	prefer once-per year payment (like HARP)

*Breakdown of 27%: 10% only reported issues keeping their home heated, 4% only reported issues keeping their electricity on, and 13% struggled with both heating and electricity.