



Nova Scotia Power VRF Heat Pump, Sackville Customer Operations Centre

CLIENT

Nova Scotia Power

LOCATION

Lower Sackville, Nova Scotia

PROJECT DESCRIPTION

Originating in 1919 as the Nova Scotia Power Commission, the company was established as a crown electrical utility. Today, Nova Scotia Power provides 95 percent of the generation, transmission and distribution of electricity in Nova Scotia, and serves 500,000 residential, commercial and industrial customers across the province. More than 1,700 dedicated, safety-focused employees help manage \$4.1 billion worth of generation, transmission and distribution assets and produce more than 10,000 gigawatt hours of electricity each year.

One of Nova Scotia Power's key customer service points of contact is its customer operations centre in Sackville. The company was receiving complaints from staff that the environment in the office was contributing to employee dissatisfaction rates and therefore hampering efforts to serve its customers well. When Nova Scotia Power needed a fix to the problem, it called Black & McDonald (B&M) to help.

B&M SCOPE OF WORK

B&M responded to the request to address the employee comfort complaints and provide repairs to the Sackville Customer Operations Centre HVAC system.

A new variable refrigerant flow heat pump system with eight air handlers was installed throughout the office spaces. New thermostats and condensate drains were also installed for the project. The existing geothermal system was drained, capped off and associated pumps were removed, then a full start-up and commissioning was completed.

BENEFITS TO CLIENT

With B&M's expertise, Nova Scotia Power was able to improve the working environment for its customer service staff increasing their satisfaction and ensuring that they were able to meet the service needs for customers across the province.