



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 250804001

Submitted on: Monday, August 04 2025 at 08:43:00 PM (ADT)

Contact Information

Name on account:	Karen Chetwynd	
Account number:	*****	
Business contact:	JChetwynd Maintenance	
Account address:	Address 1:	*****
	Address 2:	*****
	City:	*****
	Province:	*****
	Postal code:	*****
	Country:	*****
Email Address:	*****	
Mailing address:	Address 1:	*****
	Address 2:	*****
	City:	*****
	Province:	*****
	Postal code:	*****
	Country:	*****
Telephone number:	*****	
Alternate phone number:	*****	

Complaint Information

DRO made decision on:	July 28 2025
Type of complaint:	Billing Issues
Additional details:	I have had solar panels on my home for a number of yrs. I upgraded my panels in applied in mid 2024 to add and upgrade my panels with NSP. At no time was I told this would change my net metering agreement. My panel upgrade was completed in Feb. 2025 with no issues and still no change to my net metering agreement. Along come NSP cyber-attack so we get no bills for a bit. Then I get an estimated bill for my usage in early July, but they did not estimate the amount of solar I produced, I called to question the bill as with my new panels on for a couple months I was expecting a bit of credit since my anniversary date. I was then told that since I upgraded my panels, I was no longer able to receive credit payments for the extra power I was producing. So, my complaint is firstly how can they do this without notifying me. Secondly if I produce more power then I use in a year how is right for NSP to take that extra energy I have generated and sell it other customers to make a profit. I do not see anywhere in the documents the DRO sent me that is says they can do that.
How do they want the complaint resolved?	I would like to be compensated for my extra power. I do have another cottage property that I pay electrical bills on so doesn't seem right I make extra power at home that they take then they actually sell my own power back to me. If you think that's not reasonable then I should at least be able to donate my extra power to a none profit or charity. I everyone that generates power makes a little extra when you add them all together NSP is making a lot of money off of someone else's infrastructure
Supporting documents uploaded:	• NSP DRO Decision Correspondence (1).pdf