



General Complaint - NS Power and municipal electric utilities

Reference Number: 250904001

Submitted on: Thursday, September 04 2025 at 05:51:15 PM (ADT)

Contact Information

Name on account: Abu Augustine

Account number: *****

Business contact:

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

Type of complaint:

Other

Additional details:

I'm a renewable energy solar residential producer and is connected to NSP grid. I have invested 40K in solar energy production. Also invested in a electric energy saving appliances such as replaced my Electric hotwater tank with Heat pump hot water tank to reduce energy consumption. Also use all opportunities of cloth drying outside saving drying energy. Also I clean the panel during the winter season after every snow storm to get the panel clear for production Due to all these efforts to reduce consumption I have surplus energy exporting to grid for which I'm not getting credit other than Net zero consumption. My complaint is that NSP charges for every kwh consumed by customers, but every kwh above netzero exported by solar is not paid to the producer, which is unfair. All Solar producers want to be paid for surplus KWH energy exported to which NSP charging their customers. As Solar producers power on peak hrs, it helps grid with more electrons available to disptach.

Did they contact the utility? Yes**How did the utility respond?****How do they want the complaint resolved?**

With the IESO being the operator for NSP, the solar energy producers want the regulation made equivalent IESO Ontario where the Solar energy producers get rate paid for any surplus energy exported to teh grid--- to be fair. Thanks

Supporting documents uploaded: