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Hello,

I am writing to appeal the decision rendered by Mr. Farmer below.

NS Power is also looking into the potential of power surges that have potentially occurred and have destroyed 6 inverters in my solar panel array. The Solar Panel company has suggested that 6 inverters going in the time frame of a few months is unlikely to be caused by anything except power surges.

The results of the NS Power investigation into power surges maybe added to this appeal when available.

Thank you in advance.

Warmest regards,

Pratima

Pratima Devichand, MSc., BSc. (Hon), RCIC, GDipICL (Hon) (She/Her)

Regulated Canadian Immigration Consultant (**CICC #R409735**)

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From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>

Sent: August 19, 2025 2:35 PM

To: NLC - Pratima Devichand <pratima@newleafcanada.com>

Cc: 'Customer Relations' <customerrelations@nspower.ca>

Subject: DRO Final Written Decision re Pratima Devichand consumption dispute re Account#



Sensitivity: Confidential

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)

Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744

Patrina Devichand

After review and consideration of all of the following and attached, my Final Written Decision in the matter follows.

I will begin with my Role Statement as Dispute Resolution Officer (DRO) in matters of dispute between N.S.Power and their Customers : **I am not an employee of Nova Scotia Power or the Nova Scotia Energy Board.** I am appointed by Nova Scotia Power to satisfy the Regulations of the Board with respect to dispute resolution. My role is to address, and hopefully resolve, disputes with Nova Scotia Power that cannot be resolved through normal Customer channels. In my role I investigate N.S.Power's interpretation, and application, of Board approved Regulations. I do not have any jurisdiction over N.S.Power's day-to-day operations. My Decisions are binding on Nova Scotia Power but not on the Customer. Customers may appeal my Decisions (within 12 days of receipt of Final Written Decision) to the Board.

Your Dispute in summary is: that you have service from N.S.Power at [REDACTED] (Account # [REDACTED]); that you dispute is "...that the solar energy generated by my solar panels was not recorded on my bills since the start of this year"; that you supplied data related to your total on-premise solar generation; that per Regulation 3.6 only "Excess self-generation, over a customer's own-consumption needs, is credited against purchased energy for billing purposes over a period of one year"; that that the attached meter read/usage record indicates that generated credits have been recorded (Ex – June 2025 - 1173 Kwh, April 2025 - 851 Kwh); that you indicate that your recent bills are nearly \$1000 than the previous seven years; that the attached ledger indicates an April 2025 billed charge of \$893.31 and April 2024 of \$492.94; that the attached ledger indicates a billed June 2025 charge \$164.60 and June 2024 charge of \$51.79; I Instructed N.S.Power to test your serving meter for accuracy per Regulation. 5.5; and that test results indicate that meter #2081662 is operating within prescribed accuracy limits.

NSUARB approved Regulations relevant to this matter are 3.6, 5.5, 6.4 and 6.7 – copy attached. Also relevant and attached are the Electricity and Gas Inspection Act Regulations

Board approved Regulation 3.6 states in part: Net Metering service is a metering and billing practice that enables electricity consumers to generate electricity from renewable, low-impact, generators to offset part or all of their own electrical requirements. Excess self-generation, over a customer's own-consumption needs, is credited against purchased energy for billing purposes

over a period of one year. Any surplus generation remaining at the end of a one year period will be purchased by the utility at the appropriate retail rate. Customers taking this service will be referred to as “customer-generators”.

Your dispute is in part a “consumption dispute”. A fundamental point I must make in such disputes is that **N.S.Power’s responsibility is to deliver power to the metering point. They have no role or responsibility with respect to how that energy is consumed on the premise.** On-premise usage is a function of lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors well beyond N.S.Power’s ability to address or control (outside temperatures, faulty wiring, ground faults, theft of power). **Meter accuracy thus becomes the "acid test" in determining if appropriate usage is being billed.** The test to confirm meter accuracy is an “as found” meter accuracy test, performed by N.S.Power in their Measurement Canada accredited meter shop, followed by a meter test by Measurement Canada if the Customer wishes to have an independent meter test performed

N.S.Power tested your serving meter #2081662 for accuracy and found it to be operating within prescribed accuracy limits.

Final Written DRO Decision: In the context of Board approved Regulations 3.6, and 5.5, N.S.Power has appropriately billed the Customer at [REDACTED] (Account # [REDACTED]).

This Decision can be issued in conventional letter form, via regular mail, upon request.

You may appeal this decision to the Nova Scotia Energy Board (NSEB) if you wish; their contact information is: P.O. Box 1692, Unit M, Suite 300, 1601 Lower Water St. Halifax, N.S., B3J 2S3; Email - board@novascotia.ca ;Telephone - 902-424-1332 ,Toll Free in NS: 1-833-809-0040 ; Fax - 902-424-3919

You may wish to discuss your energy consumption with Efficiency Nova Scotia.

Don Farmer, P.Eng.
Dispute Resolution Officer

PS

You may not accept the results of the N.S. Power meter test, as I have accepted

them, and wish to have the meter tested by Measurement Canada.

Regulation 5.5 of the Regulations that govern N.S. Power's operations, as approved by the N.S.U.A.R.B., stipulates that if a customer disputes the amount of electricity consumed from the meter, the following shall occur:

a) Initiate a check on the meter reading to ensure the original reading was correct and advise the customer.

b) If the customer is not satisfied, the Company shall do an "As found Meter Test" on the meter in the Company's Measurement Canada certified facility to verify the reading is within the allowed tolerances, and advise the customer of the results..

c) If the customer is still not satisfied, the customer may request an independent meter test be performed by Industry Canada (Measurement Canada).

Steps (a) and (b), as well as a review of the matter by the DRO per Regulation 6.4, is hereby complete. Regulation 5.5 (c) indicates you may request the meter be tested by Measurement Canada. The N.S.U.A.R.B. may require you to complete the Measurement Canada test before considering or ruling on your appeal to this decision.

The local office of Measurement Canada can be reached by phone at 902-426-3831. If you elect to proceed to Measurement Canada, they will upon receipt of your request, formalize a written process of notification to both you and N.S. Power to arrange to retrieve the disputed meter from N.S. Power for an official test. NSPI Regulation 6.7 titled Dispute Test, indicates that upon notice from Measurement Canada, N.S. Power will arrange to ship the disputed meter to Measurement Canada for testing. When testing is complete, a written report on findings will be provided by Measurement Canada to both N.S. Power and you - their Customer. If the meter is found to be accurate, N.S. Power will charge you a fee as outlined in the N.S.A.U.A.R.B. approved Schedule of Charges Section 7.1. The current fee is \$46.00 for a satisfactory meter test result. If the meter is found to be outside the allowable limits, Measurement Canada will provide details as to the level of inaccuracy for required account adjustment. In the latter case, the \$46.00 fee would not be charged.

From: Customer Relations <customerrelations@nspower.ca>

Sent: August 19, 2025 12:08 PM

To: 'nspdisputeresolution@gmail.com' <nspdisputeresolution@gmail.com>

Cc: pratima@newleafcanada.com; Customer Relations <customerrelations@nspower.ca>