



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 251208002

Submitted on: Monday, December 08 2025 at 04:10:35 PM (AST)

Contact Information

Name on account:	David Rossiter
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

DRO made decision on:	December 8 2025
Type of complaint:	Billing Issues
Additional details:	Good Afternoon I am writing to tell you about an injustice that is happening with the customers that paid to have solar systems installed with an on demand meter hooked to the grid. Last year on December 31st NSP took 3568 kilowatt hours from me and when questioned they said that is how the contract is set up which does not make it right. This year it appears that they will do that again. Interestingly enough they did not do this (to my Knowledge) in 2023 My suggestion to them is to make the reset date March 31st because our solar systems work all summer during the peak months to bank power to get you through the hard winter months that generate less power then Dec 31st they steal from you whatever you have put in reserve to get through. Then you have to pay for the harshest months of Jan, Feb and March which are the worst solar generating months. This was obviously designed this way to be able to take any excess power from the solar generators and resell it to other customers. Nova Scotia power obviously care about paying out huge bonuses more than its customers and the worst thing is it seems there is no accountability to its customers because they are a monopoly. Again all I am asking is to make the reset date March 31st instead of December 31st
How do they want the complaint resolved?	all I am asking is to make the reset date March 31st instead of December 31st
Supporting documents uploaded:	• Don Farmer.docx