

I am writing today regarding a problem a lot of us Nova Scotians have with our Solar Panel relationship with Nova Scotia Power.

I installed \$36,000 worth of Solar Panels along with an upgraded Inverter on my home in September of 2024. I did this as I am nearing retirement age and wanted to minimize my bills before moving onto a fixed income in retirement as well as to help the environment. I did take advantage of the \$3,000 rebate Nova Scotia was offering at the time and was gratified that they were encouraging living green by offering a rebate.

I understood when I installed in September 2024 that my bills would not immediately reflect much saving as I would accumulate and bank the bulk of my solar during the following Summer months in 2025. This certainly has happened as for the last half of 2025 I have been paying only the basic charge and my solar bank has been paying for my usage. Which has been great.

I have just found out however that Nova Scotia Power resets my accumulated "banked" solar production to zero on January 1st. This energy is what the solar panels I paid for have generated... why are they resetting to zero and starting to charge me at the beginning of winter when my electric heating is at the highest? ... but more than this, why are they resetting my balance at all, this is my power!!?

I see now why Nova Scotia Power offer's the incentive to homeowners to invest in solar... so they can use our solar production for their own use and therefore increase the profit to their shareholders... I find this unacceptable... with the number of Nova Scotians presently on Solar systems I imagine they are utilizing quite a bank of free power that we have generated, again to maximize their profits.

I saw a commercial recently where a spokesperson of NS Power, talking about the billing issues currently being experienced said "you will only pay for the power that you use". Well my opinion is that I will be, starting in January, paying for power I did not use as the kw hours I have produced to offset my usage should cover me until they are used up..

I feel cheated as I did not know about this before installing the panels... I put an system on my house to exceed all of my homes needs which means a more robust system which was quite costly, now I find out my investment is giving NS Power more profits as they collect more KW hours to keep as of January of each year and I start paying high power bills in January until I have a summer to once again start banking excess solar production... how does this seem fair?

I have looked through NS Powers site and tried to search for a mention of this reset process, but to no avail, the first I heard of this was from a neighbour after my panels were installed. I would think full disclosure should be given when they advertise these rebates as I would perhaps have done things differently. At the very least not purchased such a robust system so they could profit off of my excess production.