Nova Scotia POWER
An Emera Company

PO Box 910 | Halifax, Nova Scotia | Canada | B3J

January 6, 2026

NON-CONFIDENTIAL

Lisa Wallace
Chief Clerk of the Board
Nova Scotia Energy Board
1601 Lower Water Street, 3rd Floor
Halifax, NS B3J 3S3

Re: M12641 – Customer Complaint – Bonnie MacLean

Dear Ms. Wallace:

On December 18, 2025, Nova Scotia Power Inc. (NS Power, the Company) received a general complaint from Ms. Bonnie MacLean regarding NS Power's solar billing process and annual reset of banked solar energy credits. The customer requested clarification on the process and rationale for the annual reset on December 31.

In the Nova Scotia Energy Board's (Board, NSEB) letter dated December 18, 2025, the Board directed as follows:

> By copy of this letter, the Board directs NSPI to file a response with the Board to the enclosed complaint on or before **2:00 PM on Tuesday, January 6, 2026**. NS Power must also provide a copy of their response to the appellant, Ms. Bonnie MacLean.

Please accept NS Power's response as follows:

On April 22, 2022, amendments to the *Electricity Act* (Bill 145) introduced the Self-Generation Option (SGO) for NS Power customers. This option allows any customer to install a generator or battery storage device with a capacity of up to 27 kW that shares the same meter as their home or business, without requiring formal enrollment in a NS Power program. As part of these legislative changes, the former Net Metering Program was retired.

Section 7(4) of the *Electricity Act* (the Act) provides that NS Power "shall purchase electricity under subsection (3) up to a maximum of the customer's total usage per calendar year at a rate equivalent to the rate paid by the customer, but is not required to compensate a customer for electricity generated in excess of the customer's total consumption in a calendar year." Under this provision, NS Power is obligated to purchase electricity only up to the customer's total annual usage, at the same rate paid by the customer. Any generation beyond that threshold does not require compensation under the Act. The calendar year begins on January 1 and ends on December 31.

For customers participating in the SGO, when electricity generation exceeds consumption during a billing period, the surplus is banked and carried forward as an energy credit for future use. These credits are applied to offset billed consumption in subsequent billing periods. At year-end (December 31), NS Power applies any remaining banked credits retroactively to billed consumption within the same calendar year that was not previously offset by generation, up to the total billed energy. This process ensures that all billed consumption for that year is fully offset before the account resets. The resulting adjustment appears on the first bill of the new year. For reference, an example of this settle-up process is provided in **Attachment 1.**

Changing the settle-up date would not affect the overall outcome because the process accounts for a maximum of 12 months and applies any remaining credits to billed consumption within that period. Moving the settle-up date would simply shift the 12-month window. Once all billed consumption within the 12-month period has been offset, any remaining generation holds no value, as there is no obligation to purchase generation beyond total usage.

NS Power cannot change settle-up dates, as the process is tied to the calendar year under the *Electricity Act*. Section 7(4) specifies that NS Power's purchase obligation is based on the customer's total annual usage, and any generation beyond that amount does not require compensation under the Act.

Please consider the enclosed information confidential due to the personal nature of the information that has been provided. NS Power has forwarded a copy of this correspondence to Ms. MacLean by e-mail.

Yours truly,

Kathleen Murray

Kathleen Murray
Regulatory Counsel

Encl.

c. Ms. Bonnie MacLean

Scenario - Net Zero

	Bill 1	Bill 2	Bill 3	Bill 4	Bill 5	Bill 6	Total/Balance	
Gross Generation	1,000	2,000	3,000	4,000	3,000	2,000	15,000	kWh
Gross Consumption	4,000	3,000	2,000	1,000	2,000	3,000	15,000	kWh
Metered Generation (Exported to Grid)	500	1,000	1,500	3,500	2,000	1,000	9,500	kWh
Metered Consumption (Received from Grid)	3,500	2,000	500	500	1,000	2,000	9,500	kWh
Consumption Displaced by Generation (Real-time)	500	1,000	1,500	500	1,000	1,000	5,500	kWh
Generation Credits Used	500	1,000	500	500	1,000	2,000	5,500	kWh
Generation Credits Banked	-	-	1,000	3,000	1,000	(1,000)	4,000	kWh
Bank Balance	-	-	1,000	4,000	5,000	4,000	4,000	kWh
Billed Consumption	3,000	1,000	-	-	-	-	4,000	kWh

Settle-up Adjustment

Year-end Bank Balance	4,000	kWh
Total Billed Consumption in Calendar Year	4,000	kWh
Total Settle-up Adjustment	4,000	kWh
Net Energy Billed in Calendar Year	0	kWh

Summary

i) 5,500/15,000 kWh generated were consumed in real-time and not exported to grid
ii) 5,500/15,000 kWh generated were used and applied to customer billing throughout year
iii) 4,000/15,000 kWh energy credits held in bank were applied to customer account at settle-up
to offset billed consumption within same calendar year (account credit equal to amount paid for billed consumption)
iv) Customer to begin following year with account credit equal to amount paid for 4,000 KWh
v) Credit remains on account until used