



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 260304002

Submitted on: Wednesday, March 04 2026 at 01:44:29 PM (AST)

Contact Information

Name on account: Hunter Cooling

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: March 4th, 2026

Type of complaint: Metering Issues

Additional details: I have already forwarded the entire e-mail chain with NS Power and the DRO that explains the details of my complaint to board@novascotia.ca. Essentially, NS Power is refusing to properly compensate me for the kWhs that my solar system excessively generated in 2025, and it's entirely unacceptable.

How do they want the complaint resolved?

I want to be properly compensated for the kWhs that my solar system excessively generated in 2025, and I want to see Section 7(4) of the Nova Scotia Electricity Act repealed and replaced with wording that stipulates that myself and my fellow solar customers are to be properly compensated for the excessive kWhs that we send to NS Power in excess of our total consumption in a calendar year.

Supporting documents uploaded:

- Details of Complaint.pdf

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