

From: B [REDACTED]
Subject: Re: DRO 19 Feb re B @ Hunter Cooling dispute
Date: Feb 19, 2026 at 14:38:28
To: nspdisputeresolution@gmail.com

Hello Mr. Farmer,

First and foremost, I'm going to include the original letter that I sent to NS Power's NetMetering team that clearly states the concerns I wanted addressed by them before I received their inadequate and unsatisfactory response to my concerns:

"Hello,

There are some serious inaccuracies with my current NS Power bill that I need remedied immediately:

- 1. In my bill dated December 10th, 2025, my total carryover for my solar production as indicated by NS Power was 4364 kWhs. Your numbers have always been a little off, but only by a few kWhs, so I haven't made a fuss about it until now with this new bill that is completely incorrect.**
- 2. Because I have a consumption/production meter on my solar system, I can tell exactly how much power I consume and how much power I produce, so between the dates of December 6th, (when my meter was last read), to December 31st, (the last day of the year when the "settle-up" process takes place), I was 538.0 kWhs in the negative, meaning my final "settle-up" amount for the year would be 4364 kWhs minus 538 kWhs consumed between December 6th and December 31st. That gives you a grand total of 3826 kWhs to "settle-up" times 0.18561, (the cost of a kWh), which gives me a total "settle-up" amount of \$710.14 for 2025.**
- 3. Again, because I have the ability to see how much power I consume/produce, I know that between January 1st and February 4th, (my meter was supposedly read on February 5th so I'm including everything I consumed/produced between January 1st and February 4th inclusive), I know that I'm 882.9 in the negative for the remainder of my billing period after the "settle-up" process was completed on January 1st.**
- 4. So, if you take the \$710.14 that I had as my owed credit for the "settle-up" process for 2025 and take away what I owe for January 1st to February 4th, (882.9 times 0.18561 equals \$163.88), that leaves me with a total owing from NS Power of \$546.26.**

5. If you take the \$546.26 that I'm rightfully owed and minus the base charges on my most recent bill, (\$15.71 and \$22.63), you get a grand total that I showed be owed of \$507.92, not \$41.34 that is indicated on my most recent bill.

This is a serious discrepancy on behalf of NS Power, and I want these changes made to my account immediately.

Thank you,

Hunter Cooling

Account Number =

The response I received from the NetMetering team, with respect to this e-mail, stated that I "forfeited" any additional power that my system generated throughout 2025; however, in correspondence with the NetMetering team last year, they clearly stated that I was entitled to compensation for the kWhs that were excessively generated by my system, and they rightfully credited my account for the kWhs that I excessively generated in 2024. Now, the NetMetering team is claiming that they are not obligated to compensate me for excessive kWhs that my system excessively generated and sent to NS Power's electrical grid for use in other parts of the province. This is unacceptable.

For your reference, I have attached my previous correspondence with the NetMetering team pertaining to my excessviely generated kWhs for 2024 to this e-mail. The e-mails are organized as follows:

1. First e-mail to NetMetering team: the first e-mail that I sent to the NetMetering team asking them to explain how the "year-end settle up" process works and what happened to the 2,889 kWhs that my system excessively generated for the 2024 year.
2. First response from NetMetering team: the first response I received from the NetMetering team explaining how I was compensated for the 2,889 kWhs that my system excessively generated for the 2024 year.
3. Second e-mail to NetMetering team: this was sent in an attempt to understand why there were two different credits added to two different NS Power bills.

4. Second response from NetMetering: this was the response I received to my second e-mail explaining that the total credit they had applied to my account was \$511.44 for the 2,889 kWhs that my system excessively generated in 2024.

5. Third e-mail to NetMetering team: this was an attempt to understand how the \$511.44 credit would be applied to my account. Essentially, I was trying to determine if it just sat on my account as a credit or if I could request a cheque for the amount that NS Power owed me.

6. Third response from NetMetering: this was the response I received to my third e-mail explaining that there were two credits totalling \$511.44 on two separate bills.

As you can see from the e-mails, the NetMetering team clearly explains how I was rightfully compensated for the 2,889 kWhs that my system excessively produced for the 2024 year. I have also attached the two bills that they're referring to in their e-mails to prove that they rightfully paid me for the 2,889 kWhs that my system excessively generated in 2024. You can clearly see the first credit of \$258.11 on the February 12th bill, as well as the second credit of \$253.33 on the February 19th bill. My issue is NS Power is now claiming that they don't owe me anything for any excessively generated kWhs for the 2025 year, even though they had no problem compensating me for my excessively generated kWhs in 2024. Why did they have no issue compensating me for the excessively generated kWhs in 2024, but they now have an issue rightfully compensating me for the excessively generated kWhs in 2025? It makes no sense to me, and it's completely unacceptable that NS Power thinks it is entitled to steal the 3,826 kWhs that my system excessively generated for 2025 without properly compensating me for it. I'm not in the business of sending free power to NS Power and it's frankly ridiculous that they think they're entitled to steal my power without properly compensating me for it. Don't you agree?

I understand that NS Power is attempting to justify their blatant theft by relying on section 7(4) of the Nova Scotia Electricity Act; however, they have clearly already set a precedent by rightfully compensating me for my excessively generated kWhs in 2024, so I do not believe it's fair and just to allow NS Power to cherry-pick when the law applies to them and when it doesn't. I am rightfully entitled to a credit of \$710.14, (see the above calculation included in the original letter I sent to the NetMetering team), for the kWhs that my solar system excessively generated for 2025, and I hope you'll do the right thing and hold NS Power accountable by finding in my favour.

Thank you,
Hunter Cooling

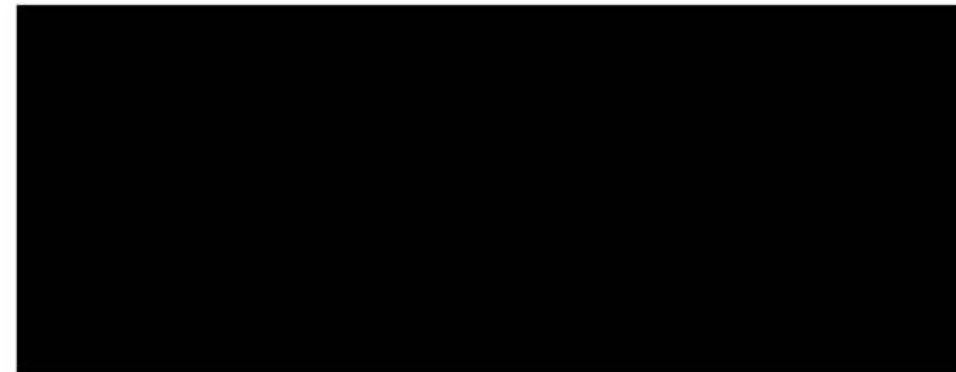


[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



From: [REDACTED]

To: home@nspower.ca

Sent: Wed, Feb 19, 2025, 01:42 PM AST

Subject: Bill Explanation

**Exercise Caution - This is an external email from [REDACTED] Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.

Hello,

The bill I just received, (dated February 12th), is very confusing to me.

Can someone go through it and explain to me what it all means as it looks very different than the previous bills I've received.

I do not understand this "year-end settle up" thing at all and the website does not make it any clearer.

I don't know what "2024 banked generation reset" means, but I'm really hoping it doesn't mean I've lost the remaining kWh's I had banked from last year that I had hoped to apply to future bills.

My last bill said I had 2,889 kWh's of carry over and my current bill says I have none. This bill and these numbers don't make any sense to me...

How many kWh's are you saying I consumed during this last billing period after taking into account what I also produced with my solar panels during this same period? Because whatever that number is, taken away from 2889, would not leave me with zero carry over to the next bill. I should have lots of carry over left to apply to my next bill.

Please explain all of this to me so it makes.

Thank you,

Hunter Cooling

On Feb 21, 2025, at 07:46, NetMetering <netmetering@nspower.ca> wrote:

Good morning Hunter,

Thank you for your email inquiry.

The February bill shows a Net Meter Surplus Payout credit for \$258.11 (1,458 kWh's).

The SGO year-end settle-up has been reviewed on your account and an additional adjustment of \$253.33 (1,431 kWh's) has been applied. Your new account balance is \$253.33CR.

For more information on how the program works at year-end settle-up, please check out the FAQ's section on our website: [SELF-GENERATING OPTION](#).

Please let us know if you have any further questions.

Best Regards,

Net Metering Team

T. 1-800-428-6774 F. 1-888-428-6108 | [NSPOWER.CA](https://www.nspower.ca)

1223 Lower Water St, Halifax, NS B3J 3S8

From: B [redacted]
Sent: Friday, February 21, 2025 11:45 AM
To: NetMetering <netmetering@nspower.ca>
Subject: Re: Bill Explanation *** [redacted]

****Exercise Caution - This is an external email from [redacted] [redacted]**
Beware of links or attachments from external sources. If you are unsure, click "report email" to submit for review.**

Hello,

Why did my surplus payout amount change from \$258.11 to \$253.33? To be quite frank with you, the numbers you have provided for both my consumption and my production since I activated my solar system last year were never accurate, (I have a consumption meter that shows every kWh I produce and consume), but I've let it go so far because the numbers haven't been off by much, but they're always off in NS Power's favour, never mine. I actually might re-visit those numbers now as I feel like I'm being screwed over a bit by NS Power and I really don't like it.

Also, if I produce more power than I consume, will this credit be applied to future bills where I only have to pay the base charge that's applied to my account each month?

Thank you,

Hunter Cooling

On Feb 21, 2025, at 12:22, NetMetering <netmetering@nspower.ca> wrote:

Good afternoon Hunter,

Total credit applied is \$511.44 for 2,889 kWh's. (\$258.11 that already appeared on bill plus \$253.33).

Please note: A customer's solar monitoring app or online portal will always show a different number for kWh generated compared to their NSPI bill. The reason behind this is how a solar array is wired into a property. Solar panels are wired into an inverter. The inverter converts solar energy into electricity that can be used within the property. The inverter is wired into the property's main electrical panel. The inverter is not wired into the utility meter.

Where the inverter is wired into the main electrical panel all solar power generated is delivered to, and used by, the property before anything is sent to the grid. Once the property's load or need is met any left-over surplus generation is sent to the grid. This surplus is what is recorded on the customer's bill. Another way to look at it is only electricity flowing through the meter is recorded on the meter. Electricity is delivered to the property from the grid. Surplus electricity generated is received by the grid. Electricity coming from the solar inverter is delivered to the home not the grid.

Best Regards,

Net Metering Team

T. 1-800-428-6774 F. 1-888-428-6108 | NSPOWER.CA
1223 Lower Water St, Halifax, NS B3J 3S8

From: B [REDACTED]
Sent: Friday, February 21, 2025 1:15 PM
To: NetMetering <netmetering@nspower.ca>
Subject: Re: Bill Explanation *** acct# 1666009-4 ***

****Exercise Caution - This is an external email from [REDACTED]**
Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.**

Hello,

I appreciate the explanation, but I'm aware how the system works as I've spoken with NS Power before about this issue; however, the fact remains that the numbers that NS Power reports are always a little off, not by much which is why I haven't made it an issue yet, but they are off.

Can you please answer the other query I had about how this credit gets applied to future bills and if it can be used to pay for the base charges that I get charged every month? Alternatively, can I request a cheque be mailed to me for the \$511.44?

Thank you,

Hunter Cooling

On Feb 24, 2025, at 11:56, NetMetering <netmetering@nspower.ca> wrote:

Hi Hunter,

The February bill has the \$258.11CR applied and that is why the balance was \$32.87.

The additional credit for \$253.33 that was applied last week will appear on your next invoice in April.

Thank you,

Net Metering Team

T. 1-800-428-6774 F. 1-888-428-6108 | NSPOWER.CA

1223 Lower Water St, Halifax, NS B3J 3S8

On Feb 19, 2026, at 12:08, nspdisputeresolution@gmail.com wrote:

Don Farmer, P. Eng., Dispute Resolution Officer (D.R.O.)
Telephone (902) 428-6202, Toll-free 1-877-428-6202, Fax (902) 835-7744
nspdisputeresolution@gmail.com



-
In the context of the immediately following email, please now supply your position on the matter. Please be as specific as possible about points you disagree with in N.S.Power's following position as well as the Nova Scotia Electricity Act.

Don Farmer, P.Eng.
Dispute Resolution Officer

From: [REDACTED]
Sent: February 19, 2026 10:28 AM
To: Customer Relations <customerrelations@nspower.ca>
Cc: nspdisputeresolution@gmail.com; Customer Relations <customerrelations@nspower.ca>
Subject: Re: 17 Feb email to the DRO from B @ Hunter Cooling re Incorrect Bill

Hello Mr. Farmer,

Please let me know when you want me to send you the copies of my previous correspondence with the NetMetering team from last year showing that they, rightfully, credited my account for every kWh of excessive generation for 2024. I also have copies of my bills from last year that prove that NS Power, rightfully, credited me for every kWh of excessive generation for 2024. NS Power cannot cherry-pick when to follow their rules and when not to. It is reprehensible that they think they're entitled to steal power from my solar system and not properly credit me for it. That's not how capitalism works. I provided NS Power with excessive power generated from my solar system that I paid for with my own money and they are refusing to properly compensate me for it. This is theft, plain and simple, and I will not stand for it.

Thank you,

Hunter Cooling

On Feb 19, 2026, at 09:48, Customer Relations <customerrelations@nspower.ca> wrote:

Mr. Farmer,

Access for the DRO has been granted on subject account# [REDACTED]

The first attachment is a copy of the account ledger for the subject account.

The second attachment is a copy of the meter reads obtained for the subject account.

Below is the information provided to the customer by NS Power,

For clarity, as per section 7(4) of the [Nova Scotia Electricity Act](#), “*Nova Scotia 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 by the customer in excess of the customer’s total consumption in a calendar year”*”

In summary, as the intent of net metering is to allow customers to offset part or all of their own electricity needs with renewable generation, excess generation above your total consumption within the same calendar year is not purchased by NS Power. As a result, for 2025, you received compensation for banked generation equal to billed consumption within the same calendar year of 1,428 kWh (consumption not already offset by generation within 2025) and the remaining banked generation of 2,936 kWh (generation in excess of your total electricity consumption in 2025) was forfeit and your bank was reset to zero.

The February settle-up was also checked and is correct. You received a payout of 1,428 kWh’s and 2,936 kWh’s were forfeited as in excess of your annual consumption. Where your meter isn’t read on Dec 31st, the billing system does a calculation pro-rating the kWh’s for both consumption and generation.

Breakdown:

<image001.png>

It is NS Power’s position that the customer has been credited appropriately for generation.

Teri

From: [REDACTED]
Sent: February 18, 2026 12:23 PM
To: Customer Relations <customerrelations@nspower.ca>
Cc: nspdisputeresolution@gmail.com; Customer Relations <customerrelations@nspower.ca>
Subject: Re: 17 Feb email to the DRO from B @ Hunter Cooling re Incorrect Bill

****Exercise Caution** - This is an external email from [REDACTED]
Beware of links or attachments from external sources. If you are unsure, click “Report Email” to submit for review.**

Hello,

I happily give permission to release my account information; however, I want to be copied on any and all correspondence from NS Power so I can confirm that they're sending the correct, valid information pertaining to my dispute.

Thank you,

Hunter Cooling

On Feb 18, 2026, at 12:18, Customer Relations <customerrelations@nspower.ca> wrote:

Mr. Farmer,

Access for the DRO has not been granted on the subject account.

Hunter, if you wish to provide consent to release your account information to the Dispute Resolution Officer (DRO), please reply to this email stating your permission.

Teri

From: B [REDACTED]
Sent: February 18, 2026 11:08 AM
To: nspdisputeresolution@gmail.com
Cc: Customer Relations <customerrelations@nspower.ca>
Subject: Re: 17 Feb email to the DRO from B @ Hunter Cooling re Incorrect Bill

****Exercise Caution** - This is an external email from [REDACTED]
Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.**

Hello Don,

The issue I'm having is that NS Power is refusing to fairly and rightfully compensate me for solar power that my system excessively generated for the 2025 year. I've attached the original letter that I sent them and the response that their NetMetering team sent to me in the email that I sent to you yesterday.

I have copies of my previous NS Power bills and correspondence with NS Power's NetMetering team from last year that proves that they rightfully compensated me for every kWh that I excessively generated for the 2024 year; however, they're now claiming that they do not need to fairly compensate me for power that my solar system excessively generated and sent to their power grid for the 2025 year. Essentially, they're claiming that it's perfectly fair for my system to send them power and to not properly compensate me for it, which is reprehensible and shameful.

I have a feeling that NS Power is going to continue to fight me on this issue, but I'm not letting this go, so I'm hoping you're able to help me. It downright baffles me that NS Power has the audacity to fight me on this so hard when they have lost the trust of their entire customer base with their botched response to the data breach from last year and these unjust rate hikes that they're rolling out this year. They are a heartless, greedy corporation, and I'm not letting them get away with stealing power from me that I'm rightfully owed compensation for.

Thank you,

Hunter Cooling

On Feb 18, 2026, at 10:11, nspdisputeresolution@gmail.com wrote:

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

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

nspdisputeresolution@gmail.com

B @ Hunter Cooling; N.S.Power Customer Relations

B.@ Hunter Cooling

In response to your following email, 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.

If you have not already done so, please contact N.S. Power by telephone at 1-800-428-6230 and give them your consent, to release your account information, to me. Alternatively, N.S.Power will contact you by email seeking consent after they receive this email.

Please copy N.S.Power at the email address above on all future email to me. They will similarly copy you on their email to me related to this matter.

N.S.Power

Please provide me with N.S.Power's position in the matter as well as copies of relevant account statements, meter reading information, and relevant computerized notes or notices.

Don Farmer, P.Eng.

Dispute Resolution Officer

From: B <[REDACTED]>
Sent: February 17, 2026 2:25 PM
To: nspdisputeresolution@gmail.com
Subject: Fwd: Incorrect Bill

Hello,

I would like to launch a formal dispute against NS Power related to the e-mail that I sent them on February 13th, 2026. I am not at all satisfied with the response I received today, February 17th, 2026, from their NetMetering department with respect to my serious concerns, and I want to be properly compensated for the power that my solar system generated and sent back to NS Power's electrical grid. I'm not generating power to send to NS Power for free and it's appalling that they think they have the right to steal power from me that my system generated. This is COMPLETELY unacceptable.

Thank you,

Hunter Cooling (Account Number = [REDACTED])

Begin forwarded message:

From: B [REDACTED]
Date: February 17, 2026 at 14:09:31 AST
To: NetMetering <netmetering@nspower.ca>
Subject: Re: Incorrect Bill

Hello,

If you think for one second that I'm going to allow NS Power to steal 2,936 kWhs of power from me, and not properly compensate me for it, you're gravely mistaken.

I will be lodging a dispute against NS Power for stealing power that my system

generated and that NS Power rightfully owes me credit for.

Thank you,

Hunter Cooling

On Feb 17, 2026, at 14:04, NetMetering <netmetering@nspower.ca> wrote:

Good afternoon Hunter,

Thank you for your email inquiry.

We have reviewed your bills for the past year and confirmed reads are accurate and there isn't a billing discrepancy.

The February settle-up was also checked and is correct. You received a payout of 1,428 kWh's and 2,936 kWh's were forfeited as in excess of your annual consumption. Where your meter isn't read on Dec 31st, the billing system does a calculation pro-rating the kWh's for both consumption and generation.

Breakdown:

<image001.png>

Please let us know if you have any further questions.

Best Regards,

Net Metering Team

T. 1-800-428-6774 F. 1-888-428-6108 | [NSPOWER.CA](https://www.nspower.ca)
1223 Lower Water St, Halifax, NS B3J 3S8

<image002.png>

From: B [REDACTED]
Sent: February 13, 2026 9:15 AM
To: Residential Billing <residentialbilling@nspower.ca>
Cc: NetMetering <netmetering@nspower.ca>
Subject: Incorrect Bill

****Exercise Caution** - This is an external email from [REDACTED]
Beware of links or attachments from external sources. If you are unsure, click
"Report Email" to submit for review.**

Hello,

There are some serious inaccuracies with my current NS Power bill that I need remedied immediately:

1. In my bill dated December 10th, 2025, my total carryover for my solar production as indicated by NS Power was 4364 kWhs. Your numbers have always been a little off, but only by a few kWhs, so I haven't made a fuss about it until now with this new bill that is completely incorrect.
2. Because I have a consumption/production meter on my solar system, I can tell exactly how much power I consume and how much power I produce, so between the dates of December 6th, (when my meter was last read), to December 31st, (the last day of the year when the "settle-up" process takes place), I was 538.0 kWhs in the negative, meaning my final "settle-up" amount for the year would be 4364 kWhs minus 538 kWhs consumed between December 6th and December 31st. That gives you a grand total of 3826 kWhs to "settle-up" times 0.18561, (the cost of a kWh), which gives me a total "settle-up" amount of \$710.14 for 2025.
3. Again, because I have the ability to see how much power I consume/produce, I know that between January 1st and February 4th, (my meter was supposedly read on February 5th so I'm including everything I consumed/produced between January 1st and February 4th inclusive), I

know that I'm 882.9 in the negative for the remainder of my billing period after the "settle-up" process was completed on January 1st.

4. So, if you take the \$710.14 that I had as my owed credit for the "settle-up" process for 2025 and take away what I owe for January 1st to February 4th, ($882.9 \times 0.18561 = \$163.88$), that leaves me with a total owing from NS Power of \$546.26.

5. If you take the \$546.26 that I'm rightfully owed and minus the base charges on my most recent bill, (\$15.71 and \$22.63), you get a grand total that I showed be owed of \$507.92, not \$41.34 that is indicated on my most recent bill.

This is a serious discrepancy on behalf of NS Power, and I want these changes made to my account immediately.

Thank you,

Hunter Cooling

Account Number =

Confidentiality Notice - The email communication is considered confidential and is intended only for the recipient(s). If you received this email in error, please contact the sender and delete the email. Unauthorized disclosure or copying of this email is prohibited.

Attachment Limits - Emera will not accept email larger than 50MB or emails containing high risk attachments like ZIP, EXE or others that could contain viruses. If you have a business need to send such an email, please contact the recipient for instructions.

<Hunter Cooling Ledger.PDF>
<Hunter Cooling Meter Reads.pdf>