



17 Feb email to the DRO from B @ Hunter Cooling re Incorrect Bill

6 messages

nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>

Wed, Feb 18, 2026 at 10:11 AM

Reply-To: nspdisputeresolution@gmail.com

To: [REDACTED] customerrelations@nspower.ca

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: nspdissueresolution@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 = 1666009-4)

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 [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 [REDACTED]

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.

B [REDACTED]
To: nspdissputeresolution@gmail.com
Cc: customerrelations@nspower.ca

Wed, Feb 18, 2026 at 11:07 AM

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:

[Quoted text hidden]

Customer Relations <customerrelations@nspower.ca>

Wed, Feb 18, 2026 at 12:17 PM

To: "nspdisputeresolution@gmail.com" <nspdisputeresolution@gmail.com>, "[REDACTED]"

Cc: Customer Relations <customerrelations@nspower.ca>

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

[Quoted text hidden]

B [REDACTED]
To: Customer Relations <customerrelations@nspower.ca>

Wed, Feb 18, 2026 at 12:23 PM

Cc: nspdisputeresolution@gmail.com, Customer Relations <customerrelations@nspower.ca>

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:

[Quoted text hidden]

Customer Relations <customerrelations@nspower.ca>

Thu, Feb 19, 2026 at 9:48 AM

To: "nspdisputeresolution@gmail.com" <nspdisputeresolution@gmail.com>
Cc: [REDACTED], Customer Relations <customerrelations@nspower.ca>

Mr. Farmer,

Access for the DRO has been granted on subject [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.

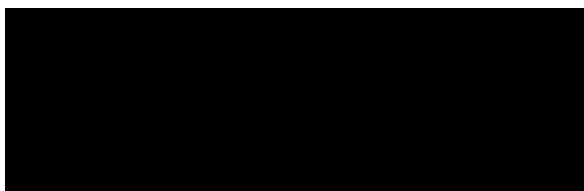
The February settle-up was also checked and is correct. You received a payout of 1,428 kWh's and 2,936 kWh's were forfeited as in excess of your annual consumption. Where your meter isn't read on Dec 31st, the billing system does a calculation pro-rating the kWh's for both consumption and generation.

Breakdown:

Proration - start of the year		Bill date	Consumed	Generated	Applied	Prev bank	Bank
Number of days on first bill	64	2025-02-12	1366	514	514	0	0
Number of days in 2025	41	2025-04-10	1499	1765	1499	0	266
KWH consumed	2133	2025-08-11	2354	5423	2354	266	3335
KWH generated	803	2025-10-14	1219	2704	1219	3335	4820
		2025-12-10	1499	1043	1499	4820	4364
						4364	4364
Proration - end of the year		2026-02-11	820	244	244	4364	4364
Number of days on last bill	61	Total:	8757		7329		
Number of days in 2025	25	Not covered:	1428				
KWH consumed	2000	Forfeit:	2936				
KWH generated	595						
		Payout:	1428	\$ 265.05			
		Already paid out:	1428	\$ 265.05			

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

[Quoted text hidden]



B [REDACTED]
 To: Customer Relations <customerrelations@nspower.ca>
 Cc: nspdisputeresolution@gmail.com, Customer Relations <customerrelations@nspower.ca>

Thu, Feb 19, 2026 at 10:28 AM

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 [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,

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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.

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Breakdown:

<image001.png>

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<Hunter Cooling Ledger.PDF>

<Hunter Cooling Meter Reads.pdf>