



Incorrect Bill

8 messages

B [REDACTED]
To: residentialbilling@nspower.ca
Cc: NetMetering <netmetering@nspower.ca>

Fri, Feb 13, 2026 at 9:15 AM

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 [REDACTED]

NetMetering <netmetering@nspower.ca>

Tue, Feb 17, 2026 at 2:04 PM

To: [REDACTED]
Cc: NetMetering <netmetering@nspower.ca>, Residential Billing <ResidentialBilling@nspower.ca>, "Defazio, Ricky" <Ricky.Defazio@nspower.ca>

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:

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
Proration - end of the year						4364	4364
Number of days on last bill	61	2026-02-11	820	244	244	4364	4364
Number of days in 2025	25	Total:	8757		7329		
KWH consumed	2000	Not covered:	1428				
KWH generated	595	Forfeit:	2936				
			Payout:	1428	\$ 265.05		
			Already paid out:	1428	\$ 265.05		

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)



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.**

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B [REDACTED]
To: NetMetering <netmetering@nspower.ca>

Tue, Feb 17, 2026 at 2:08 PM

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

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B [REDACTED]
To: nspdisputeresolution@gmail.com

Tue, Feb 17, 2026 at 2:25 PM

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 [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.

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NetMetering <netmetering@nspower.ca>

Tue, Feb 17, 2026 at 2:41 PM

To: [REDACTED]
Cc: NetMetering <netmetering@nspower.ca>, "Defazio, Ricky" <Ricky.Defazio@nspower.ca>

Good Afternoon Hunter,

I believe your primary concern is with the compensation of excess generation. 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.

If you have any further questions, please let us know.

Best Regards,

Net Metering Team | Nova Scotia Power
T. 1-800-428-6230 | [NSPOWER.CA](https://www.nspower.ca)

Nova Scotia Power, [1223 Lower Water St, Halifax, NS B3J 3S8](#)



From: B [REDACTED]
Sent: February 17, 2026 2:09 PM
To: NetMetering <netmetering@nspower.ca>
Subject: Re: Incorrect Bill

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B [REDACTED] >
To: NetMetering <netmetering@nspower.ca>

Tue, Feb 17, 2026 at 3:09 PM

Hello,

I was rightfully compensated for every kWh that I excessively generated for the 2024 year and I have the previous NS Power bills and previous correspondence with your NetMetering team to prove it, so either compensate me for every kWh that I excessively generated for the 2025 year, or I will gladly hand over my previous bills and previous correspondence with your team to the NS Power Dispute Resolution Officer, and if necessary, the Nova Scotia Energy Board, to ensure I'm properly compensated for every kWh that my system excessively generated in 2025. I will not be backing down from this, and frankly, I'm nothing short of appalled that NS Power is comfortable with willingly STEALING power from me after the whole debacle with that privacy breach last year.

I implore NS Power to do the right thing in this situation, and to attempt to restore even a modicum of faith in your company, of which I have zero at the current moment.

Thank you,

Hunter Cooling

On Feb 17, 2026, at 14:41, NetMetering <netmetering@nspower.ca> wrote:

Good Afternoon Hunter,

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If you have any further questions, please let us know.

Best Regards,

Net Metering Team | Nova Scotia Power
T. 1-800-428-6230 | [NSPOWER.CA](#)

Nova Scotia Power, 1223 Lower Water St, Halifax, NS B3J 3S8

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NetMetering <netmetering@nspower.ca>
To: [REDACTED]
Cc: NetMetering <netmetering@nspower.ca>

Wed, Feb 18, 2026 at 10:13 AM

Good Morning Hunter,

Our records indicate that a correction was made in 2024 to compensate for an additional 1,431 kWh of banked generation not accounted for in error during settle-up. Additionally, your total electricity consumption in 2024 was greater than your total generation resulting no generation being forfeit and compensation for all banked generation.

In respect to 2025, your total generation has exceeded your total electricity consumption for the year resulting in compensation up to a maximum of your total electricity consumption. Any generation credits held upon settle-up in excess of your total electricity consumption within the calendar year would be forfeit in compliance with Section 7(4) of the [Nova Scotia Electricity Act](#).

Again, if you have any further questions at all, please let us know.

Net Metering Team | Nova Scotia Power
T. 1 800 428 6230 | [NSPOWER.CA](#)

Nova Scotia Power, [1223 Lower Water St, Halifax, NS B3J 3S8](#)

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B [REDACTED]
To: NetMetering <netmetering@nspower.ca>

Wed, Feb 18, 2026 at 10:53 AM

Hello,

I've officially initiated the dispute process for this issue. I'm done communicating with you about this. NS Power is a heartless, greedy corporation and stealing power from your solar customers is disgusting and reprehensible.

Thank you,

Hunter Cooling

On Feb 18, 2026, at 10:13, NetMetering <[netmetering@nspower.ca](#)> wrote:

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