

From: Bernard Wentzell [REDACTED]

Sent: September 23, 2026 1:01 AM

To: Wallace, Lisa <Lisa.Wallace@novascotia.ca>

Cc: Jiang, Chris <Chris.Jiang@novascotia.ca>; Lawson, Hollie <Hollie.Lawson@novascotia.ca>; Penney, Nicole <Nicole.Penney@novascotia.ca>; Blake Williams <blake.williams@nspower.ca>; Carley Freeman <carley.freeman@nspower.ca>; Chris Lanteigne <chris.lanteigne@nspower.ca>; Jennifer Ross <jennifer.ross@nspower.ca>; Kathleen Murray <kathleen.murray@nspower.ca>; Lisa Forsey <lisa.forsey@nspower.ca>; Sofia Reiner <sofia.reiner@nspower.ca>

Subject: Re: M12947 NSPI DRO Appeal - Meter and Power Consumption - Bernard Wentzell

**** EXTERNAL EMAIL / COURRIEL EXTERNE ****

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Hello Lisa

Please see below comments.

Tks, Bernard

Request IR-1

This particular dispute concerns the billing period from Jan 24th-Mar 24th. After receiving this specific bill and reviewing my solar generation numbers I became concerned. The data was not leading me to believe that NSP was adequately crediting me for my solar power generation. My solar provider software (Solar Edge) indicated that I made a total of 2814.3 kw /hrs during the billing period. The NSP bill indicates that of this generated power 817 Kw/ hrs were made above consumption during this billing period. This leaves a total of 1991.7 generated kw/ hrs that were consumed during daily use. ($2798.3 - 817 = 1,981.7$) With this info, the bill indicates that this household consumed in total 6471.3 kw/hrs of electricity during the billing period. ($4,474 + 1981.7 = 6455.7$) This number equates to an average daily consumption of 109.7 kw/hrs. ($6,455.7$ divided by 59 days = 109.4 kw/ hrs) This number appears to be excessively high given that there are only two people living in this residence. My close friend and his wife have a similar house which was built at the same time as this residence ,(his place is a little bigger) Both properties have basically the same air to in floor radiant heating systems, insulation, and construction methods etc with two people also residing there. The average daily consumption during the same period for his residence was 50.4 Kw/ hrs per day. (he has no generating ability to take into account) This difference in daily consumption between these two residences for the time period is over 100%. In addition, my house is heated by passive solar and his is not. After this revelation, After making inquiries with NSP, I reviewed both the power and generation data spreadsheets. To ensure I was interpreting the spreadsheets correctly, I called NSP on a couple of occasions and received conflicting information. According to the consumption data, the meter difference from the start to end of the billing period is

113.538. Using the multiplier of 40 this equates to 4,541.48 Kw/hrs as being consumed. (this is actually higher than the 4474 as listed on the bill). I then went on to review the generation data as provided by NSP. According the the meter difference of 19.891 and using the same multiplier of 40 came up with 795.64 KW/hrs of indicated power above daily consumption. (this number is actually less than that indicated on the NSP bill) If one further looks at the generation data spreadsheets I would like to point out a few random days for particular study. (please note I have penciled in the solar edge generation numbers for each day)

Jan 24th: 36.92KW/ hrs of generation above consumption. Generated power on that day was 70.5 KW /hrs. This indicates that 33.58 Kw /hrs was consumed by the household on that day.

Jan 31st: 0.08 KW/ hrs of generation above consumption. Generated power on that day was 6.29 KW /hrs. This indicates that 6.21 Kw /hrs was consumed by the household on that day.

Feb 2nd: 0.04 KW/ hrs of generation above consumption. Generated power on that day was 9.33 KW /hrs. This indicates that 9.29 Kw /hrs was consumed by the household on that day.

Feb 6th: 23.44 KW/ hrs of generation above consumption. Generated power on that day was 61.6 KW /hrs. This indicates that 38.16 Kw /hrs was consumed by the household on that day.

Feb 22nd: 63.12 KW/ hrs of generation above consumption. Generated power on that day was 94.9 KW /hrs. This indicates that 31.8 Kw /hrs was consumed by the household on that day.

March 11th: 46.48 KW/ hrs of generation above consumption. Generated power on that day was 78 KW /hrs. This indicates that 31.52 Kw /hrs was consumed by the household on that day.

The above dates were used here arbitrarily as reference. As you can see, in each case, the the household consumption is coming in way lower than the earlier mention average of 109.4 kw/ hrs per day. The interpolated consumption is also way skewed from the data listed on the NSP consumption sheet data. For this reason I feel that there is something seriously amiss with billing. Also of note, is the fact that on all of the NSP provided spreadsheets there are days when no AMI read available.

So far, nobody has been able to provide me with an explanation as to why these numbers are not adding up.

To Summarize: Based in the info, there appears to be great discrepancies between consumption and generation. Daily consumption as indicated on the bill is very high. Taking into account the penciled in generation numbers I do not feel confidence that the billing represents accuracy.

Request IR-2: There has not been any evaluations, assessments or reviews completed on the electrical system, solar installer or generation.

Request IR-03 Regarding all points earlier made, I am not satisfied with the results of NSP meter test results. If my interpretation of the data as presented can be explained in a logical way which makes sense, my point of view may change. I await a reply accordingly.

To go a bit further on this bill dispute, it was my understanding through info provided by the DRO that once a dispute over an NSP bill was lodged, NSP would not be compensated for the bill in question until the dispute was resolved. If this is so, it never happened that way with me. My bill was deducted from my account on the date as listed on the bill.

During earlier correspondence when going through the DRO, regulations provided indicated that the power generation settlement date could be determined by the homeowner but once in place, it could not be changed. At no point in time was I ever consulted by NSP nor anyone else regarding establishing a power generation settlement date. I mentioned this at the time with concern but my comment on this topic went unaddressed.

As for no longer being a "legacy" customer, at no point did I ever receive any written information nor sign any paperwork informing me of this change when going through the process to have additional installed. This dispute is the first I have heard of the term "legacy" customer. I also do not recall having a conversation on this topic when dealing with my solar installer. It would stand to reason that the responsibility to inform me of this change and have it agreed to in a written document should have fallen on NSP. Had I been informed of this change it may have affected my decision to go forward with additional panels. After all, who wants to pay for the installation of a solar generation plant only to give free power to NSP if one makes surplus power. With that in mind, I'm asking the NSEB to have me exempted from this unfair regulation I had no knowledge of.

As a side note regarding power generating customers, It is my opinion that the billing information provided should be amended to provide more info to allow for a very clear and concise understanding of power being generated and consumption daily.

Bernard

N.S INDICATED POWER GENERATION ABOVE CONSUMPTION

BILLING PERIOD JAN 24TH - MAR 24TH

2/25/2026 0:00	--	--	17.1	No AMI Read Available
2/24/2026 0:00	--	--	4.44	No AMI Read Available
2/23/2026 0:00	1117.75	--	3.17	kWh Generation
2/22/2026 0:00	1116.172	94.9	63.12	kWh Generation
2/21/2026 0:00	1115.82	47.5	14.08	kWh Generation
2/20/2026 0:00	1114.529	87.5	51.64	kWh Generation
2/19/2026 0:00	--	--	79	No AMI Read Available
2/18/2026 0:00	--	--	77.3	No AMI Read Available
2/17/2026 0:00	--	--	83.2	No AMI Read Available
2/16/2026 0:00	1114.009	--	60	kWh Generation
2/15/2026 0:00	1113.634	58.7	15	kWh Generation
2/14/2026 0:00	1112.289	82.8	53.8	kWh Generation
2/13/2026 0:00	1111.196	90.5	43.72	kWh Generation
2/12/2026 0:00	1111.177	9.56	0.76	kWh Generation
2/11/2026 0:00	1111.177	5.13	0	kWh Generation
2/10/2026 0:00	1110.002	84.5	47	kWh Generation
2/9/2026 0:00	1109.415	63.9	23.48	kWh Generation
2/8/2026 0:00	1108.761	70.1	26.16	kWh Generation
2/7/2026 0:00	1108.752	18.3	0.36	kWh Generation
2/6/2026 0:00	1108.166	61.6	23.44	kWh Generation
2/5/2026 0:00	1107.916	27.8	10	kWh Generation
2/4/2026 0:00	1107.886	16.4	1.2	kWh Generation
2/3/2026 0:00	1107.476	43.1	16.4	kWh Generation
2/2/2026 0:00	1107.475	9.33	0.04	kWh Generation
2/1/2026 0:00	1107.475	2.29	0	kWh Generation
1/31/2026 0:00	1107.473	6.29	0.08	kWh Generation
1/30/2026 0:00	1107.473	0.52	0	kWh Generation
1/29/2026 0:00	1107.473	0.51	0	kWh Generation
1/28/2026 0:00	1107.473	0.18	0	kWh Generation
1/27/2026 0:00	1107.473	0.1	0	kWh Generation
1/26/2026 0:00	1107.473	0	0	kWh Generation
1/25/2026 0:00	1107.47	4.63	0.12	kWh Generation
1/24/2026 0:00	1106.547	70.5	36.92	kWh Generation

BILL START
DATE

N.S POWER METER READ JAN 24TH 1106.547

N.S POWER METER READ MAR 24TH 1126.438

DIFFERENCE X 40 19.891 X 40 = 795.64 kWh/HRS

SOLAR EDGE GENERATION SOFTWARE INDICATES 2,573.2 kWh/HRS

TOTAL GENERATION DISCREPANCY 1,777.56 kWh/HRS

N.S POWER INDICATED SOLAR GENERATION

Meter Number	Read Date	Meter Read	Meter Usage	Read Type
	4/9/2026 0:00	1135.388	null	kWh Generation
	4/8/2026 0:00	1133.439	77.96	kWh Generation
	4/7/2026 0:00	1131.9	61.56	kWh Generation
	4/6/2026 0:00	1130.97	37.2	kWh Generation
	4/5/2026 0:00	1130.955	0.6	kWh Generation
	4/4/2026 0:00	1129.784	46.84	kWh Generation
	4/3/2026 0:00	1129.782	0.08	kWh Generation
	4/2/2026 0:00	1129.463	12.76	kWh Generation
	4/1/2026 0:00	1129.392	2.84	kWh Generation
	3/31/2026 0:00	1129.352	1.6	kWh Generation
	3/30/2026 0:00	--	--	No AMI Read Available
	3/29/2026 0:00	--	--	No AMI Read Available
	3/28/2026 0:00	--	--	No AMI Read Available
	3/27/2026 0:00	1128.642	--	kWh Generation
	3/26/2026 0:00	1128.632	0.4	kWh Generation
	3/25/2026 0:00	1127.403	49.16	kWh Generation
	3/24/2026 0:00	1126.438	64.6 38.6	kWh Generation
	3/23/2026 0:00	--	-- 0	No AMI Read Available
	3/22/2026 0:00	--	-- 60.8	No AMI Read Available
	3/21/2026 0:00	--	-- 15.9	No AMI Read Available
	3/20/2026 0:00	1126.307	-- 45.4	kWh Generation
	3/19/2026 0:00	1126.111	44.2 7.84	kWh Generation
	3/18/2026 0:00	1124.355	113 70.24	kWh Generation
	3/17/2026 0:00	--	-- 16.8	No AMI Read Available
	3/16/2026 0:00	--	-- 20.6	No AMI Read Available
	3/15/2026 0:00	--	-- 87.4	No AMI Read Available
	3/14/2026 0:00	1124.252	-- 15.9	kWh Generation
	3/13/2026 0:00	1123.293	57.7 38.36	kWh Generation
	3/12/2026 0:00	1123.266	11.1 1.08	kWh Generation
	3/11/2026 0:00	1122.104	48 46.48	kWh Generation
	3/10/2026 0:00	--	-- 104	No AMI Read Available
	3/9/2026 0:00	--	-- 103	No AMI Read Available
	3/8/2026 0:00	--	-- 14.7	No AMI Read Available
	3/7/2026 0:00	--	-- 30.2	No AMI Read Available
	3/6/2026 0:00	--	-- 10.1	No AMI Read Available
	3/5/2026 0:00	--	-- 51.6	No AMI Read Available
	3/4/2026 0:00	--	-- 86.9	No AMI Read Available
	3/3/2026 0:00	--	-- 99.9	No AMI Read Available
	3/2/2026 0:00	1120.819	-- 100	kWh Generation
	3/1/2026 0:00	1120.247	53.7 22.88	kWh Generation
	2/28/2026 0:00	1119.107	94.7 45.6	kWh Generation
	2/27/2026 0:00	1117.75	91.5 54.28	kWh Generation
	2/26/2026 0:00	--	-- 39.7	No AMI Read Available

END
OF BILLING
PERIOD

N.S POWER INDICATED CONSUMPTION
BILLING PERIOD JAN 24th - MAR 24th

2/25/2026 0:00	--	--	No AMI Read Available
2/24/2026 0:00	--	--	No AMI Read Available
2/23/2026 0:00	2194.144	--	kWh Consumption
2/22/2026 0:00	2192.143	80.04	kWh Consumption
2/21/2026 0:00	2189.639	100.16	kWh Consumption
2/20/2026 0:00	2186.914	109	kWh Consumption
2/19/2026 0:00	--	--	No AMI Read Available
2/18/2026 0:00	--	--	No AMI Read Available
2/17/2026 0:00	--	--	No AMI Read Available
2/16/2026 0:00	2183.727	--	kWh Consumption
2/15/2026 0:00	2181.759	78.72	kWh Consumption
2/14/2026 0:00	2179.014	109.8	kWh Consumption
2/13/2026 0:00	2176.887	85.08	kWh Consumption
2/12/2026 0:00	2174.599	91.52	kWh Consumption
2/11/2026 0:00	2171.524	123	kWh Consumption
2/10/2026 0:00	2169.09	97.36	kWh Consumption
2/9/2026 0:00	2166.504	103.44	kWh Consumption
2/8/2026 0:00	2164.197	92.28	kWh Consumption
2/7/2026 0:00	2161.221	119.04	kWh Consumption
2/6/2026 0:00	2157.937	131.36	kWh Consumption
2/5/2026 0:00	2154.978	118.36	kWh Consumption
2/4/2026 0:00	2152.604	94.96	kWh Consumption
2/3/2026 0:00	2150.107	99.88	kWh Consumption
2/2/2026 0:00	2146.817	131.6	kWh Consumption
2/1/2026 0:00	2142.194	184.92	kWh Consumption
1/31/2026 0:00	2138.738	138.24	kWh Consumption
1/30/2026 0:00	2133.899	193.56	kWh Consumption
1/29/2026 0:00	2128.968	197.24	kWh Consumption
1/28/2026 0:00	2124.386	183.28	kWh Consumption
1/27/2026 0:00	2120.601	151.4	kWh Consumption
1/26/2026 0:00	2115.309	211.68	kWh Consumption
1/25/2026 0:00	2111.674	145.4	kWh Consumption
1/24/2026 0:00	2108.328	133.84	kWh Consumption

BILL START DATE

N.S POWER METER READ JAN 24th 2108.328

N.S POWER METER READ MAR 24th 2221.865

DIFFERENCE

113.538 X 40 = 4541.48 kWh/NRS

N.S POWER INDICATED CONSUMPTION
BILLING PERIOD JAN 24H - MAR 24H

Meter Number	Read Date	Meter Read	Meter Usage	Read Type
	4/9/2026 0:00	2244.91	null	kWh Consumption
	4/8/2026 0:00	2243.599	52.44	kWh Consumption
	4/7/2026 0:00	2242.121	59.12	kWh Consumption
	4/6/2026 0:00	2241.201	36.8	kWh Consumption
	4/5/2026 0:00	2239.042	86.36	kWh Consumption
	4/4/2026 0:00	2237.961	43.24	kWh Consumption
	4/3/2026 0:00	2234.903	122.32	kWh Consumption
	4/2/2026 0:00	2233.118	71.4	kWh Consumption
	4/1/2026 0:00	2231.189	77.16	kWh Consumption
	3/31/2026 0:00	2229.284	76.2	kWh Consumption
	3/30/2026 0:00	--	--	No AMI Read Available
	3/29/2026 0:00	--	--	No AMI Read Available
	3/28/2026 0:00	--	--	No AMI Read Available
	3/27/2026 0:00	2227.599	--	kWh Consumption
	3/26/2026 0:00	2225.678	76.84	kWh Consumption
	3/25/2026 0:00	2224.051	65.08	kWh Consumption
	3/24/2026 0:00	2221.865	87.44	kWh Consumption
	3/23/2026 0:00	--	--	No AMI Read Available
	3/22/2026 0:00	--	--	No AMI Read Available
	3/21/2026 0:00	--	--	No AMI Read Available
	3/20/2026 0:00	2218.292	--	kWh Consumption
	3/19/2026 0:00	2216.021	90.84	kWh Consumption
	3/18/2026 0:00	2214.263	70.32	kWh Consumption
	3/17/2026 0:00	--	--	No AMI Read Available
	3/16/2026 0:00	--	--	No AMI Read Available
	3/15/2026 0:00	--	--	No AMI Read Available
	3/14/2026 0:00	2212.441	--	kWh Consumption
	3/13/2026 0:00	2210.369	82.88	kWh Consumption
	3/12/2026 0:00	2208.743	65.04	kWh Consumption
	3/11/2026 0:00	2207.624	44.76	kWh Consumption
	3/10/2026 0:00	--	--	No AMI Read Available
	3/9/2026 0:00	--	--	No AMI Read Available
	3/8/2026 0:00	--	--	No AMI Read Available
	3/7/2026 0:00	--	--	No AMI Read Available
	3/6/2026 0:00	--	--	No AMI Read Available
	3/5/2026 0:00	--	--	No AMI Read Available
	3/4/2026 0:00	--	--	No AMI Read Available
	3/3/2026 0:00	--	--	No AMI Read Available
	3/2/2026 0:00	2204.053	--	kWh Consumption
	3/1/2026 0:00	2202.241	72.48	kWh Consumption
	2/28/2026 0:00	2199.887	94.16	kWh Consumption
	2/27/2026 0:00	2197.905	79.28	kWh Consumption
	2/26/2026 0:00	--	--	No AMI Read Available

BILL PERIOD END
DATE

N.S POWER BILLING PERIOD JAN 24R - MARCH 2.0 2026

SOLAR EDGE INDICATED GENERATED POWER DURING THIS PERIOD AS FOLLOWS.

JAN 24	40.5	82.73 KW/HRS	MARCH 1	53.7	1311.8 KW/HRS
25	4.63		2	100	
26	0		3	99.9	
27	0.1		4	86.9	
28	0.18		5	51.6	
29	0.51		6	101	
30	0.52		7	30.2	
31	6.29		8	14.7	
FEB 1	2.29	1404.2 KW/HRS	9	103	
2	9.33		10	104	
3	43.1		11	98	
4	16.4		12	11.1	
5	27.8		13	57.7	
6	61.6		14	15.9	
7	18.3		15	87.4	
8	70.1		16	20.6	
9	63.9		17	16.8	
10	84.5		18	113	
11	5.13		19	44.2	
12	9.56		20	45.4	
13	70.5		21	15.9	
14	82.8		22	60.8	
15	58.7		23	0	
16	60				
17	83.2				
18	77.3				
19	79.0				
20	87.5				
21	47.5				
22	94.9				
23	3.17				
24	4.44				
25	17.1				
26	39.7				
27	91.5				
28	94.7				

TOTAL INDICATED
POWER GENERATED
DURING BILLING
PERIOD: JAN 82.73

FEB 1404.2

MAR 1311.8

2798.73

KW HRS.

1404.2 KW/HRS

ACCORDINGLY NSP BILL INDICATES THAT MY RESIDENCE GENERATED 817 KW/HRS ABOVE DAILY CONSUMPTION WHICH WAS CREDITED DURING THIS BILLING PERIOD.

THIS LEAVES 1981.73 KW HRS.

$2798.73 - 817 = 1981.73$ KW HRS

THEREFORE THIS NUMBER IS ADDED TO THE 4,474 KW/HRS TO INDICATE I CONSUMED 6,455.73 KW/HRS DURING THE BILLING PERIOD. (59 DAYS)

AVERAGE DAILY CONSUMPTION BEING 109.4 KW/HR DAY
($6455.73 \div 59 = 109.4$)