

From: "nspdisputeresolution@gmail.com" <nspdisputeresolution@gmail.com>
To: [REDACTED]
Cc: "customerrelations@nspower.ca" <customerrelations@nspower.ca>
Sent: Friday, June 26, 2026 at 10:28:26 a.m. ADT
Subject: DRO Final Written Decision re Bernard Wentzell billing dispute

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

Bernard Wentzell

After review and consideration of all of the following and attached, my Final Written Decision in the matter follows.

I will begin by stating my role 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.

Your Dispute in summary is : that you have solar panels and net-metering service from N.S.Power at [REDACTED] (Account [REDACTED] that you dispute your 26 Mar 2026 bill for \$738.61 / 3657 Kwh (ledger attached); that the same period in 2025 was \$800.57 / 3943 Kwh and in 2024 was \$790.31 / 4071 Kwh; that you indicate that "The main focal point of my dispute is a "power generation" issue. At my request, spreadsheets were provided from N.S. Power indicating measured solar panel generation and also the domestic household consumption"; that you believe the bill "does not accurately represent my power generation numbers"; that you indicate "I do not recall ever having the option to choose and set an anniversary date for the "settle up"" and that "I'm still having trouble understanding and rationalizing with the generation numbers as indicated on the NSP spreadsheet that they supplied me with."; that all your meter readings have been actual (not estimated); that N.S.Power indicate "It is only the net consumption and generation that is captured by the meter. The gross generation

recorded by the customer's inverter reflects the total generation before real-time use by loads within the home. The meter would only capture excess generation that is exported to NS Power's grid."; that N.S.Power indicate "If making a comparison between the gross generation (as recorded by the inverter) and the net generation (as recorded by the meter) for the same period, the difference in kWh's is the amount of electricity that is produced and consumed behind the meter. This difference would also be reflected in the kWh's consumed for the period (reduction in energy required from the grid); that Board approved Regulation 3.6 states in part : "Net Metering service is a metering and billing practice that enables electricity consumers to generate electricity from renewable, low-impact, generators to offset part or all of their own electrical requirements. Excess self-generation, over a customer's needs, is credited against purchased energy for billing purposes over a period of one year. Any surplus generation remaining at the end of one year period will be purchased by the utility at the appropriate retail rate"; that the interface between N.S.Power and the premise is the N.S.Power meter; that N.S.Power have no responsibility for on-premise equipment, distribution, or consumption (those are matters for you discuss with your Electrician, Solar Supplier and Efficiency N.S.); that meter accuracy thus becomes the critical factor in determining the amount of : A Energy sometimes delivered to the network from the premise, and B Network Energy sometimes delivered to the premise; that I Instructed N.S.Power to test your serving meter for accuracy; and test results indicate that meter # 2291261 is operating within prescribed accuracy limits.

Board approved Regulations relevant to this matter are 3.6, 5.5, 6.4, and 6.7 – copy attached. Also relevant and attached are the Electricity and Gas Inspection Act Regulations.

Your dispute is a "consumption dispute". A fundamental point I must make in such disputes is that **N.S.Power's responsibility is to deliver power to the metering point. They have no role or responsibility with respect to how that energy is consumed on the premise.** On-premise usage is a function of lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors well beyond N.S.Power's ability to address or control (outside temperatures, faulty wiring, ground faults, theft of power). **Meter accuracy thus becomes the "acid test" in determining if appropriate usage is being billed.** The test to confirm meter accuracy is an "as found" meter accuracy test, performed by N.S.Power in their Measurement Canada accredited meter shop, followed by a

meter test by Measurement Canada if the Customer wishes to have an independent meter test performed

I Instructed N.S.Power to test your serving meter for accuracy measuring both that generated and delivered to the network and that consumed from the network. Meter test results indicate that meter # 2291261 is operating within prescribed accuracy limits.

Board approved Regulation 3,6 states in part : “Net Metering service is a metering and billing practice that enables electricity consumers to generate electricity from renewable, low-impact, generators to offset part or all of their own electrical requirements. Excess self-generation, over a customers needs, is credited against purchased energy for billing purposes over a period of one year. Any surplus generation remaining at the end of one year period will be purchased by the utility at the appropriate retail rate”.

that the interface between N.S.Power and the premise is the N.S.Power meter; that N.S.Power have no responsibility for on-premise equipment, distribution, or consumption (those are matters for you discuss with your Electrician, Solar Supplier and Efficiency N.S.); that meter accuracy thus becomes the critical factor in determining the amount of : A Energy sometimes delivered to the network from the premise, and B Network Energy sometimes delivered to the premise; and test results indicate that meter # 2291261 is operating within prescribed accuracy limits.

The gross generation recorded by the customer’s inverter reflects the total generation before real-time use by loads within the home. It is only the net consumption and generation that is captured by the meter. Meter # 2291261 is operating within prescribed accuracy limits.

Final Written DRO Decision: In the context of Board approved Regulation 3.6 and 5.5 and the Electricity and Gas Inspection Act Regulations, N.S Power has appropriately billed the Customer for on-premise consumption at [REDACTED] (Account # [REDACTED])

This Decision can be issued in conventional letter form, via regular mail, upon request.

You may appeal this decision to the Nova Scotia Energy Board (NSEB) if you wish; their contact information is: P.O. Box 1692, Unit M, Suite 300, 1601 Lower Water St. Halifax, N.S., B3J 2S3; Email - board@novascotia.ca ;Telephone - 902-424-1332 ,Toll Free in NS: 1-833-809-0040 ; Fax - 902-424-3919

You may also wish to discuss your energy consumption with Efficiency Nova Scotia.

Don Farmer, P. Eng.

Dispute Resolution Officer

PS

You may not accept the results of the N.S. Power meter test, as I have accepted them, and wish to have the meter tested by Measurement Canada.

Regulation 5.5 of the Regulations that govern N.S. Power's operations, as approved by the Board., stipulates that if a customer disputes the amount of electricity consumed from the meter, the following shall occur:

a) Initiate a check on the meter reading to ensure the original reading was correct and advise the customer.

b) If the customer is not satisfied, the Company shall do an "As found Meter Test" on the meter in the Company's Measurement Canada certified facility to verify the reading is within the allowed tolerances, and advise the customer of the results..

c) If the customer is still not satisfied, the customer may request an independent meter test be performed by Industry Canada (Measurement Canada).

Steps (a) and (b), as well as a review of the matter by the DRO per Regulation 6.4, is hereby complete. Regulation 5.5 (c) indicates you may request the meter be tested by Measurement Canada. The N.S.U.A.R.B. may require you to complete the Measurement Canada test before considering or ruling on your appeal to this decision.

The local office of Measurement Canada can be reached by phone at 902-426-2525. If you elect to proceed to Measurement Canada, they will upon receipt of your request, formalize a written process of notification to both you and N.S. Power to arrange to retrieve the disputed meter from N.S. Power for an official test. NSPI Regulation 6.7 titled Dispute Test, indicates that upon notice from Measurement Canada, N.S. Power will arrange to ship the disputed meter to Measurement Canada for testing. When testing is complete, a written report on findings will be provided by Measurement Canada to both N.S. Power and you - their Customer. If the meter is found to be accurate, N.S. Power will charge you a fee as outlined in the Board approved Schedule of Charges Section 7.1. The current fee is \$46.00 for a satisfactory meter test result. If the meter is found to be outside the allowable limits, Measurement Canada will provide details as to

the level of inaccuracy for required account adjustment. In the latter case, the \$55.00 fee would not be charged.

From: Customer Relations <customerrelations@nspower.ca>
Sent: Thursday, June 25, 2026 12:12 PM
To: nspdisputeresolution@gmail.com
Cc: [REDACTED]; Customer Relations <customerrelations@nspower.ca>
Subject: RE: 25 May email to the ERO from Bernard Wentzell re status net billing dispute

Mr. Farmer,

The first attachment is a copy of the tests results on the meter that previously serviced the subject premises, Meter #2291261.

The second attachment is a letter to the customer advising of the results of the meter test.

Teri

From: Bernard Wentzell [REDACTED] >
Sent: June 24, 2026 8:46 PM
To: 'nspdisputeresolution@gmail.com' <nspdisputeresolution@gmail.com>; Customer Relations <customerrelations@nspower.ca>
Subject: Re: 25 May email to the ERO from Bernard Wentzell re status net billing dispute

****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.**

Gooday Mr. Farmer

Just checking in to see if NSP has reverted with their findings on the meter check. It has now been three weeks since it was removed for testing.

Bernard

Captain Bernard Wentzell

Master Mariner

Anyone can hold the helm when the sea is calm.

On Tuesday, May 26, 2026 at 03:12:16 p.m. ADT, Customer Relations <customerrelations@nspower.ca> wrote:

Mr. Farmer,

Meter # 2291261 is a 3ph meter and is required to be completed by an electrical inspector. Due to the type of meter, this had to be rescheduled twice due to rain. This is now booked for June 3rd (again weather dependent) and meter test results may take 2-3 weeks after meter removal.

Teri

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>

Sent: May 26, 2026 9:56 AM

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

Subject: 25 May email to the ERO from Bernard Wentzell re status net billing dispute

****Exercise Caution - This is an external email from: nspdisputeresolution@gmail.com. Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.****

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

Bernard Wentzell; N.S.Power Customer Relations

Bernard

I will issue a Final Written Decision in the matter within days of receiving meter test results from N.S.Power.

N.S.Power

When may the Customer and the DRO anticipate receipt of meter test results ?

Don Farmer, P.Eng,
Dispute Resolution Officer

From: Bernard Wentzell [REDACTED]
Sent: Monday, May 25, 2026 8:03 AM
To: 'nspdisputeresolution@gmail.com' <nspdisputeresolution@gmail.com>; Customer Relations <customerrelations@nspower.ca>
Subject: Re: DRO 5 May re Bernard Wentzell net billing dispute

Good Morning Mr. Farmer

Can you possibly tell me what I may expect for a timeline regarding the meter testing and accuracy results that you have requested on my behalf?

Is it correct to assume that you will provide your ruling at that point in time regarding my concerns which I had expressed earlier?

Tks, Bernard

Captain Bernard Wentzell

Master Mariner

Anyone can hold the helm when the sea is calm.

On Wednesday, May 6, 2026 at 02:08:56 p.m. ADT, Customer Relations <customerrelations@nspower.ca> wrote:

Mr. Farmer,

NS Power has ordered Meter #2291261 for removal and accuracy testing. Once complete, test results will be provided to both the DRO and the Customer.

Teri

From: nspdisputeresolution@gmail.com <nspdisputeresolution@gmail.com>
Sent: May 5, 2026 4:10 PM
To: [REDACTED] Customer Relations <customerrelations@nspower.ca>
Subject: DRO 5 May re Bernard Wentzell net billing dispute

****Exercise Caution - This is an external email from: nspdisputeresolution@gmail.com. Beware of links or attachments from external sources. If you are unsure, click "Report Email" to submit for review.****

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

nspdisputeresolution@gmail.com

Bernard Wentzell

You ask “ If I am to understand correctly your purview regards only resolving any disputes regarding Nova Scotia Power and the provincial applicable regulations that they are to comply with, is this correct?” That is correct.

The Board approved Regulation relevant to this matter is 3.6 (copy attached - highlights added by me) – it states in part : “Net Metering service is a metering and billing practice that enables electricity consumers to generate electricity from renewable, low-impact, generators to offset part or all of their own electrical requirements. Excess self-generation, over a customer’s own-consumption needs, is credited against purchased energy for billing purposes over a period of one year. Any surplus generation remaining at the end of a one year period will be purchased by the utility at the appropriate retail rate. Customers taking this service will be referred to as “customer-generators”.

The interface between N.S.Power and your premise is your meter.
N.S.Power have no responsibility for your on-premise equipment or consumption – that is a matter for you discuss with your Solar supplier and perhaps Efficiency N.S.

Meter accuracy in determining the amount of : A Energy sometimes delivered to the network from the premise, and B Network Energy sometimes delivered to the premise, is critical in determining if N.S.Power is correctly billing you.

I will Instruct N.S.Power to test your serving meter for accuracy (both that generated and delivered to the network and that consumed from the network).

N.S.Power

N.S.Power is hereby Instructed to test meter # 2291261 and report test results to the Customer and the DRO.

Don Farmer, P.Eng.
Dispute Resolution Officer

From: Bernard Wentzell [REDACTED]
Sent: Friday, May 1, 2026 6:32 PM
To: nspdisputeresolution@gmail.com
Cc: customerrelations@nspower.ca
Subject: Re: DRO 28 April re Bernard Wentzell net billing dispute

See below with several earlier typos corrected

Tks

Captain Bernard Wentzell
Master Mariner
Anyone can hold the helm when the sea is calm.

On Wednesday, April 29, 2026 at 10:18:20 a.m. ADT, Bernard Wentzell [REDACTED] wrote:

Good Morning Don

Last night I reviewed and had a look at the attachments you sent. If I am to understand correctly your purview regards only resolving any disputes regarding Nova Scotia Power and the provincial applicable regulations that they are to comply with, is this correct?

If so, the only item I have to bring up is that I do not recall ever having the option to choose and set an anniversary date for the "settle up". Perhaps my installer had done this without my knowledge.

I'm still having trouble understanding and rationalizing with the generation numbers as indicated on the NSP spreadsheet that they supplied me with. If this issue does not fall, under your umbrella of responsibility can you possibly inform me as to what avenue I may have at my disposal to pursue this. During prior conversations with the NSP rep I had received some conflicting information. It is my hope to secure a clearer understanding and determine if my concern has merit.

Your supplied attachments did however, indicate the read numbers from the meter which matched my bill. (unlike the spreadsheet numbers I had been supplied with and were trying to work out to fit my last bill)

I tried calling to have a quick conversation in an effort to cut the emails but your supplied number is unavailable.

Bernard

Captain Bernard Wentzell

Master Mariner

Anyone can hold the helm when the sea is calm.

On Tuesday, April 28, 2026 at 05:39:45 p.m. ADT, nspdisputeresolution@gmail.com
<nspdisputeresolution@gmail.com> wrote:

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

nspdisputeresolution@gmail.com

Bernard Wentzell

-
Recall that 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. Please comment on the attached, and immediately following, in the context of Board approved Regulation 3.6.

Don Farmer, P.Eng.
Dispute Resolution Officer

From: Customer Relations <customerrelations@nspower.ca>
Sent: Tuesday, April 28, 2026 2:02 PM
To: nspdisputeresolution@gmail.com
Cc: 'oceanroamer01@yahoo.ca' [REDACTED]; Customer Relations <customerrelations@nspower.ca>
Subject: RE: 23 April email to the DRO from Bernard Wentzell re N.S. Power bill dispute

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.

NS Power confirms that all the customer's meter reads have been true reads, either in person or remotely.

It is only the net consumption and generation that is captured by the meter. The gross generation recorded by the customer's inverter reflects the total generation before real-time use by loads within the home. The meter would only capture excess generation that is exported to NS Power's grid.

If making a comparison between the gross generation (as recorded by the inverter) and the net generation (as recorded by the meter) for the same period, the difference in kWh's is the amount of electricity that is produced and consumed behind the meter. This difference would also be reflected in the kWh's consumed for the period (reduction in energy required from the grid).

It is NS Power's position that the customer has been billed appropriately.

Teri

From: Bernard Wentzell [REDACTED]
Sent: April 27, 2026 10:39 PM
To: Customer Relations <customerrelations@nspower.ca>; nspdisputeresolution@gmail.com
Subject: Re: 23 April email to the DRO from Bernard Wentzell re N.S. Power bill dispute

****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.****

Good Morning Don

Thank you for sending your prompt informative reply regarding my request. Please see my responses to your letter below highlighted in red and attachemnts. I await your feedback on this matter.

Bernard

Captain Bernard Wentzell

Master Mariner

Anyone can hold the helm when the sea is calm.

On Friday, April 24, 2026 at 03:02:21 p.m. ADT, <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

Bernard Wentzell; N.S.Power Customer Relations

Bernard

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.

Please elaborate on what you are disputing.

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. Copied

Your dispute may be a "consumption dispute". A fundamental point I must make in such disputes is that N.S.Power's responsibility is to deliver power to the metering point. They have no role or responsibility with respect to how that energy is consumed on the premise. On-premise usage is a function of lifestyle, heating systems, appliances and other equipment used, as well as a range of other factors well beyond N.S.Power's ability to address or control (outside temperatures, faulty wiring, ground faults, theft of power). Meter accuracy thus becomes the "acid test" in determining if appropriate usage is being billed. The test to confirm meter accuracy is an "as found" meter accuracy test, performed by N.S.Power in their Measurement Canada accredited meter shop, followed by a meter test by Measurement Canada if the Customer wishes to have an independent meter test performed **The main focal point of my dispute is a "power generation" issue. At my request, spreadsheets were provided from N.S. Power indicating measured solar**

panel generation and also the domestic household consumption. This home has a very robust solar array consisting of 49 optimized panels rated at 340 watt capacity plus another 12 optimized panels rated at 400 watt capacity. (21.4 kW system) The system is connected by two separate strings which is then run through two inverters before entering the grid. (solar power schematics attached) The power generation as indicated on the N.S daily generation spreadsheet and final bill generation number is sorely lacking by a wide margin when compared to the solar edge software indicated generation. To add, I watch daily generation very closely and strongly feel the numbers provided by Solar Edge are accurate and that NSP's are not. N.S. Power generation and consumption spreadsheets attached. Please take note that I have penciled in the daily generation numbers as indicated by my solar array provider for comparison purposes. I calculated and penciled in N.S. Power and Solar Edge indicated generation numbers at the bottom of the page. The discrepancy is 1,777.56 kw/hrs. (a fairly large number). Both consumption and generation spreadsheets also indicate that there are 13 days of no N.S. Power meter communication. This fact erodes my confidence regarding the reliability and accuracy of the "smart meter" and its communication system with N.S. Power. Besides the N.S Power generating numbers being off from my source, the power consumption appears to be somewhat high for two people living in a modern well insulated passive solar heating assisted home. With that in mind, I would also inquire about having the meter checked and tested by measurement Canada. On another note the N.S. Power bill (attached) numbers for generation and consumption does not accurately reflect N.S Powers spreadsheet numbers. Both are small errors, and I could not ascertain why the numbers do not match.

Specific bills can be other than expected if they are based on estimated – as opposed to actual – meter readings. As part of my investigation of this matter, I will determine if estimated meter readings are a factor in your dispute. Once an actual meter reading is obtained, following an estimated reading for billing purposes, any estimation error is fully reconciled in following bills, that are based on actual readings, as a result off the cumulative, and self-reconciling nature, of the meter reading process. The self-reconciling process is more fully explained in the immediately following paragraph. (does not appear to be relevant in this case)

The “Cumulative Nature” of power meters is similar to the odometer in a car. They are not reset to zero after a reading is taken from them. The meter (when brand new) starts at, and displays, the number zero and that number increases as energy - measured in kilowatt-hours (kWh) - is delivered through it. It stops registering energy usage when no power is being delivered and resumes when power starts to be delivered again. When power starts again the meter does not return to zero but adds to the previous number indication. The displayed number increases proportional to the rate at which energy (kWh) is being delivered. It performs much like the odometer in a car which accumulates miles in proportion to how far one drives and at what speed, as well as how often, one starts and stops. If an error is made in reading a meter on one occasion, it will not affect the number displayed on a subsequent reading. If for example a reading of 1000 is reported as 100, the next time a reading is taken it will still be something in excess of 1000 – so if a Customer was billed for 100 Kwh when it should have been 1000, the Customer gets a short term “break” on being billed for 900 Kwh that were actually consumed, however if the next reading taken is 1500, that Customer will be billed for 1400 Kwh at that time. The net is that the Customer has been billed for 1500 Kwh consumption over a two bill period even though there was a meter reading error. ($100 + 1400 = 1000 + 500$). The same effect occurs if the meter reading is estimated, or erroneously reported, either higher or lower than the fact. (Understood, but this is a "smart meter" so I do not think that this applicable in this case)

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. Nova Scotia power was contacted, I brought up the fact that the bill did not accurately represent my power generation numbers. During that call I also brought up the fact that the total consumption appeared high. The response was that my bill was less than last year. The call was then transferred to a representative who had familiarity with solar being tied into the grid. After making the request detailed spreadsheets of consumption and generation were supplied a week later. After making another call to N.S Power to verify that I was reading the spreadsheets correctly I made mention that I would be going through a

dispute resolution Officer and asked that they grant the Officer access to my account.

Don Farmer, P.Eng.
Dispute Resolution Officer

From: Bernard Wentzell [REDACTED] >
Sent: Thursday, April 23, 2026 6:53 PM
To: nspdisputeresolution@gmail.com
Subject: Bernard Wentzell N.S. Power bill dispute

To Whom it may Concern

Please be advised that I would like to formally contest my last Nova Scotia Power bill with a service period between Jan 24th -March 24th. Payment due date April 27th,2026.

I have been in contact with Nova Scotia power and at my request they have indicated that a dispute resolution officer has access to my account.

Could you please provide me with info as to any additional info that you will require and just how the process works that I may present my case.

Thank you, Bernard
[REDACTED]

Captain Bernard Wentzell

Master Mariner

Anyone can hold the helm when the sea is calm.

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