



July 17, 2026

REDACTED

Lisa Wallace
Chief Clerk of the Board
Nova Scotia Energy Board
1601 Lower Water Street, 3rd Floor
Halifax, NS B3J 3S3

Re: M12947– DRO Appeal – Bernard Wentzell

Dear Ms. Wallace:

In the Nova Scotia Energy Board's (Board, NSEB) letter dated July 9, 2026, the Board directed as follows:

By copy of this letter, the Board directs Nova Scotia Power Inc. (NS Power, the Company) to file a response with the Board to the enclosed appeal on or before **2:00 PM on Thursday, July 23, 2026**, and to provide a copy of the complete file reviewed by the DRO in reaching its decision, including any supporting information and comments NS Power wishes the Board to consider. NS Power must also provide a copy of their response to Mr. Wentzell.

Mr. Wentzell is appealing a decision by the Dispute Resolution Officer (DRO) dated June 26, 2026. NS Power is attaching the following information as part of this reply:

- **Confidential Attachment 1** the complete DRO file as provided by the DRO pertaining to this decision
- **Confidential Attachment 2** are the relevant customer account and communication notes from NS Power's CIS database.
- **Confidential Attachment 3** are the bills for the account
- **Confidential Attachment 4** is the meter testing results
- **Confidential Attachment 5** is the letter sent to Mr. Wentzell regarding the meter testing
- **Confidential Attachment 6** is a spreadsheet setting out the generation and consumption on Mr. Wentzell's premises since he installed net metering in 2019

July 17, 2026
L. Wallace

Mr. Wentzell's dispute relates to the accuracy of his solar array generation (net metering) and the appropriate charges and credits under the net metering program.

Please accept the following summary of activities and communications pertaining to the June 26, 2026 DRO decision being appealed by Mr. Wentzell.

- September 15, 2026 - Mr. Wentzell opened his NS Power account on September 15, 2015. On July 24, 2019 he became a net metering customer following installation of a solar panel array and a bi-directional meter. On July 30, 2024 Mr. Wentzell added more panels to his solar array, and he was no longer a legacy customer. Instead, he fell under the self-generation option governed by section 7 of the *Electricity Act*. This is noted on **page 1 of Confidential Attachment 2**.

This change means that Mr. Wentzell was no longer entitled to compensation for any generation in excess of his annual consumption. Instead, Mr. Wentzell is entitled to credit for his generation up to the amount of his consumption.

- April 9, 2026 – Mr. Wentzell contacted NS Power to say that his solar panel app showed a discrepancy related to his gross and net generation compared to what was noted on his NS Power bill. His solar panel app showed a generation of 2814.3 kWh for the period, compared to the bill which showed 4474 kWh of usage and 817 kWh of generation. Based on the information from Mr. Wentzell, the customer associate advised that it appeared 1997 kWh was used in real time from the house, so the total usage was 6741 kWh for the 59-day period. Mr. Wentzell did not believe this was correct for a two-person household with in-floor heating and thermal. The customer service advisor indicated that the results were based on the meter reads, and Mr. Wentzell said that he would go to the DRO if he still wanted to dispute the consumption after receiving the data. This is referenced on **page 2 in Confidential Attachment 2**.
- April 21, 2026 - NS Power sent Mr. Wentzell the information from the Smart Meter Operations Centre about his usage and generation, and Mr. Wentzell contacted NS Power to seek an understanding of the data. This is referenced on **page 5 of Confidential Attachment 2**.
- April 23, 2026 – Mr. Wentzell wrote to the DRO to advise he wanted to formally contest his January 24-March 24 NS Power bill. This is referenced at **page 15 of Confidential Attachment 1**.
- April 24, 2026 – The DRO wrote to Mr. Wentzell to advise of his role as the DRO and to request that Mr. Wentzell elaborate on his dispute. The DRO also asked NS Power to provide its positions regarding Mr. Wentzell's concerns. This is referenced at **pages 12-16 of Confidential Attachment 1**.

July 17, 2026

L. Wallace

- April 27, 2026 - Mr. Wentzell replied to the DRO's email and included his comments responding to the DRO's questions. Mr. Wentzell elaborated his concerns as follows:

The main focal point of my dispute is a "power generation" issue. At my request, spreadsheets were provided from NS 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 NS 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. NS 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 NS 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 NS Power meter communication. This fact erodes my confidence regarding the reliability and accuracy of the "smart meter" and its communication system with NS Power. Besides the NS 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 NS Power bill (attached) numbers for generation and consumption does not accurately reflect NS Power's spreadsheet numbers. Both are small errors and I could not ascertain why the numbers do not match.

...

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

July 17, 2026

L. Wallace

into the grid. After making the request detailed spreadsheets of consumption and generation were supplied a week later. After making another call to NS 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.

This is referenced at **pages 11-14 of Confidential Attachment 1.**

- April 28, 2026 – NS Power provided its position to DRO, stating the following:

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.

NS Power attached the account ledger and meter reads for the subject account [REDACTED]. This is referenced on **pages 10-11** in the DRO file attached as **Confidential Attachment 1.**

- May 5, 2026 – The DRO instructed NS Power to test Mr. Wentzell's meter for accuracy. This is referenced on **pages 7-8 of Confidential Attachment 1.**
- June 25, 2026 – NS Power provided the DRO with a copy of the meter test results and the letter to Mr. Wentzell advising of the results. The meter test results are attached as **Confidential Attachment 4** and the letter advising of the meter test results is included as **Confidential Attachment 5**. The meter was found to be operating within prescribed accuracy limits.

July 17, 2026

L. Wallace

- June 26, 2026 – The DRO issued his Final Written Decision pertaining to this appeal, finding as follows:

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[s] consumption at 1185 Highway 10 (Account # 1959594-1).

This is referenced on **page 3** in the DRO file attached as **Confidential Attachment 1**.

- July 7, 2026 – Mr. Wentzell appealed the DRO's decision with the NSEB.

NS Power agrees with the DRO's decision that Mr. Wentzell has been appropriately billed and compensated for his consumption and generation.

As noted in **Confidential Attachment 6**, Mr. Wentzell's metered consumption and generation in 2026 are consistent with the data from previous years.

The data provided by Solar Edge is gross generation from Mr. Wentzell's solar array. It does not take into account the amount of energy consumed by Mr. Wentzell's premises. The metering information provided by NS Power is net of the real-time data. Real-time data is kWh consumed at the same time as kWh are generated by the solar array. These amounts are netted, and not included in the meter readings which ultimately form the basis of Mr. Wentzell's bills. When energy is being both generated and consumed simultaneously, it does not register on the meter, but the generation is captured on the customer's app. This is what was referred to in **page 1** of **Confidential Attachment 2** as the 1997 real time kWh.

Mr. Wentzell's Solar Edge app showed generation of 2814.3 for the billing period in dispute. His metered generation showed 817 kWh, which means that the difference of 1997 kWh was the real-time usage (both generation and consumption). The net consumption was 4474 kWh. Adding the real-time consumption of 1997 kWh, the total gross consumption for the period was 6741 kWh. The 4474 kWh shown on Mr. Wentzell's bill is the amount of energy consumed over and above the 1997 kWh real-time consumption/generation. The 817 kWh generation is the amount of energy generated over and above the 1997 kWh. For the period in question, Mr. Wentzell used 3657 kWh more than he generated. As shown in both **Confidential Attachment 3** and summarized in **Confidential Attachment 6**, this is consistent with Mr. Wentzell's

July 17, 2026

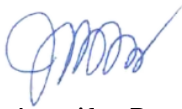
L. Wallace

usage in previous years for the same billing period.

NS Power understands Mr. Wentzell's concern that the data from his Solar Edge app is not reflected in the bills produced by NS Power's system. NS Power is only responsible for energy up to the metering point, and NS Power's bills are based on the information provided by the AMI meters. Mr. Wentzell's meter was found to be operating within prescribed accuracy limits. If Mr. Wentzell has additional concerns about his system or equipment, NS Power encourages him to contact Solar Edge (his installer) or an electrician as they would be able to assist further.

Please consider the enclosed information confidential due to the personal nature of the information that has been provided. NS Power has forwarded a copy of this correspondence to Mr. Wentzell by e-mail.

Yours truly,



Jennifer Ross
Director, Regulatory Planning & Compliance

Encl.

c. Bernard Wentzell ([REDACTED])

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

Wentzell DRO Appeal Confidential Attachment 1 has been removed due to confidentiality.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

Wentzell DRO Appeal Confidential Attachment 2 has been removed due to confidentiality.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

Wentzell DRO Appeal Confidential Attachment 3 has been removed due to confidentiality.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

Wentzell DRO Appeal Confidential Attachment 4 has been removed due to confidentiality.

REDACTED (CONFIDENTIAL INFORMATION REMOVED)

Wentzell DRO Appeal Confidential Attachment 5 has been removed due to confidentiality.

**Wentzell DRO Appeal Confidential Attachment 6 has been
filed electronically.**