



Appeal - NS Power Dispute Resolution Officer (DRO)

Reference Number: 210309002

Submitted on: Tuesday, March 09 2021 at 05:46:19 PM (AST)

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Contact Information

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**Name on account:** Randy Linzel  
**Account number:** \*\*\*\*\*  
**Business contact:**  
**Account address:** Address 1: \*\*\*\*\*  
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**Telephone number:** \*\*\*\*\*  
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Complaint Information

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**DRO made decision on:** March 3, 2021  
**Type of complaint:** Metering Issues

**Additional details:**

NS Power is moving to Smart electrical meters. For homeowners with an ETS (Electrical Thermal Storage) unit, the present electrical meter is programmed with the times the rate changes. It also is programmed to handle the rate change times for weekends, daylight savings, and holidays and store the energy usage for each of the appropriate rates. The new meter will have the same functionality. In order for a homeowner to effectively harness the lower rates, the ETS unit needs to charge up via drawing electrical energy during the lowest rate period only. During the high rate periods, the stored thermal energy is released from the ETS unit. Since the ETS units were introduced by NS Power, the electrical meter has been the key interface to communicate to the ETS. There is a 2 wire, 24 volt AC connection between the meter and the ETS unit. When the rate changes from high to low the NS Power electrical meter signals the ETS unit and it charges up and likewise when the rate changes from low to high, the ETS unit stops charging. This has worked perfectly and the ETS unit functions as designed for all rate changes during the week, weekends, daylight savings and holidays.

No manual interaction is required by the homeowner. With the smart meter, the interface between the meter and ETS is no longer in place. As per the pamphlet sent to homeowners, NS Power will have someone install a timer at or near the ETS to replace some of the lost functionality. The timer is an Omron H5F. It is simply a timer that can be programmed to switch a contact each day at specific times with manual overrides. The timer does not have the ability to be programmed with holidays for the year or the dates for daylight savings. As well, its internal clock is not synchronized with the NS Power meter or the internet. For a homeowner to have their ETS charge during the daytime on a holiday, they must manually initiate an override either on the ETS unit or on the timer. As well, twice a year they must remember to put the timer in and out of daylight savings. Not SMART.

**How do they want the complaint resolved?**

Two options: 1) Install a smart meter that has the same connectivity to the ETS unit as presently exists. 2) If option 1 is not provided and the homeowner opts out of the smart meter and chooses to keep the existing meter, provide a discount as the homeowner will not have the smart features other homeowners have for reading energy usage. However, they will have an ETS that is perfectly in sync with the utility billing meter with zero manual intervention required.

**Supporting documents uploaded:**

- h5f\_inst-1617398-8d.pdf