



**Nova Scotia Regulatory
and Appeals Board**

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July 14, 2025

mackenk@halifaxwater.ca

Kenda MacKenzie, P. Eng.
General Manager / Chief Executive Officer
Halifax Regional Water Commission
450 Cowie Hill Road
Halifax, Nova Scotia B3K 5M1

Dear Ms. MacKenzie:

M12384 – Halifax Water Operations and Maintenance Audit

As you are aware, the Honourable Tim Houston, Premier of Nova Scotia, wrote to the Chair of the Nova Scotia Utility and Review Board on January 23, 2025, asking the Board to “investigate Halifax Water to identify weaknesses and suggest ways to restore confidence in the organization.” This request followed a boil water advisory from Halifax Water that was in effect from January 21 to January 23, 2025, and also referred to an earlier boil water advisory from July 1 to July 3, 2024. The Premier’s letter also noted Halifax Water’s disclosure in late 2024, that it had failed to notify customers about the interruption of fluoridation at water supply plants over the past several years.

In a letter to the Premier dated January 27, 2025, the Board said it intended to proceed with an investigation that would be broader in scope than the Board’s review of the boil water advisories that were already underway by that time. Since then, Board staff have engaged Carollo Engineers Canada Ltd. to conduct an operations and maintenance audit of Halifax Water. The Board has now formally opened the matter on the Board’s docket, under the matter number noted in the subject line. The Board members assigned to this matter are: Julia E. Clark, LL.B., Vice Chair; Steven M. Murphy, MBA, P.Eng., Member; and Marc Dunning, P.Eng., LL.B., Member.

Once Carollo produces its final audit report, a formal hearing order will be issued setting a timeline for the formal public process before the Nova Scotia Regulatory and Appeals Board. This will provide Halifax Water with an opportunity to respond to the audit report and any recommendations. It will also outline procedural steps allowing other parties to seek additional information and provide input into any decision the Board may make about implementing the recommendations in the audit report or other matters that may arise in this proceeding.

Draft terms of reference for this audit are included with this letter, for review and comment by Halifax Water and other parties who may intervene in this proceeding. Once the Board has reviewed these comments, it will finalize the terms of reference and the audit will proceed.

The Board expects full cooperation from Halifax Water during this audit. The Board directs Halifax Water to respond to data and documentation requests from Carollo and to provide access to facilities and staff for interviews. The Board also directs Halifax Water to coordinate Carollo's site visits to ensure timely access to necessary resources.

The timeline for the initial steps in this proceeding is as follows:

Notices of Intervention

July 24, 2025

**Comments on draft Terms of Reference
from Halifax Water and Intervenors**

July 31, 2025

Yours very truly,

Pamela McGarrigle

Pamela McGarrigle
Clerk of the Board

- c. William Mahody, K.C., Board Counsel
Carollo Engineers Canada Ltd.
Interested Parties
Honourable Tim Houston, Premier of Nova Scotia

