



NOVA SCOTIA
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January 23, 2025

Mr. Stephen McGrath, Chair
Nova Scotia Utility and Review Board
3rd Floor, Summit Place
1601 Lower Water Street
Halifax, Nova Scotia B3J 3P6

Mr. McGrath,

This week, thousands of people in Halifax did not have access to safe water because of a failure at Halifax Water's Pockwock Water Treatment Facility. The boil water advisory came less than six months after a similar failure at the same facility resulted in a 40-hour boil advisory.

Thousands of people were inconvenienced and worried because Halifax Water failed to provide safe drinking water. Businesses were disadvantaged and the impact on Nova Scotia's health system will be felt for months.

I also note that it came to light late last year that because of equipment issues at the Pockwock and Lake Major facilities, Halifax Water had not added fluoride to water for more than a year. The organization did not alert their more than 300,000 customers who were affected by this failure.

When Halifax Water is not transparent with its customers, it erodes the trust people have in the organization. When Halifax Water does not perform as it should, the health of tens of thousands of Nova Scotians is put in jeopardy. That is not acceptable.

That is why I am asking the Nova Scotia Utility and Review Board to investigate Halifax Water to identify weaknesses and suggest ways to restore competence and confidence in the organization.

Taxpayers expect Halifax Water to put the safety of its customers first. They deserve nothing less. I am hopeful that a UARB investigation will set Halifax Water on the road to providing a safe, responsive and reliable service.

Yours truly,

A handwritten signature in blue ink, appearing to read "Tim Houston".

Honourable Tim Houston,
Premier of Nova Scotia