

Complaints and Disputes - Halifax Regional Water Commission

For complaints relating to Stormwater please see our “*Stormwater Charges – Halifax Regional Water Commission*” document on the Wastewater and Stormwater page.

Summary:

1. Try to resolve the matter with the utility first.
2. Appeal to the Dispute Resolution Officer (DRO).
3. Appeal the DRO decision to the Board.

What if I do not agree with the amounts on my water bill?

Anyone can object to the amounts charged for water on their water bill where they feel they have been incorrectly calculated or the wrong rate applied. You must first advise Halifax Water in writing of the suspected error and allow reasonable time for them to review your objection. If Halifax Water agrees with you, they can adjust the amounts billed accordingly.

What if I simply cannot pay my water bill?

If the amount billed by Halifax Water is correct there is **no appeal available** to either the DRO or the Board. The Board does not act as mediator nor does the Board order payment arrangements by either party. Issues regarding payment arrangements are not appealable to the Board.

What if I feel my water meter is wrong?

If you feel your meter is not operating correctly you can request Halifax Water test it. Halifax Water may charge an amount of \$100.00 to defray the cost of the test. If the test shows the meter is recording materially more water than is being used, then the \$100.00 charge will be waived, and the customer’s bill adjusted. The adjustment is limited to the last two years of service. The adjustment will be calculated using the best information available. If you want your water meter tested, you must advise Halifax Water in writing.

What other types of complaints can be considered?

You can also complain to Halifax Water if you feel any service or charge is unreasonable, insufficient, unsafe, inadequate, unjustly discriminatory, or unobtainable.

Can Halifax Water’s review decision be appealed?

If you still object after Halifax Water has reviewed your complaint, you can appeal, in writing, to the Dispute Resolution Officer (DRO). Contact information for the DRO is as follows:

By email: HalifaxWaterDRO@eastlink.ca
Phone: 902-225-0795
Regular mail: P.O. Box 51030
Halifax, NS
B3M 4R8

Can the DRO's decision be appealed?

If you disagree with the DRO's decision you can appeal to the Board. Appeals must be filed with the Board **within 30 days** of the DRO's decision.

What is the Board's role in resolving disputes?

Utility customers should understand that the Board's role in resolving customer complaints is limited to determining whether the utility has properly applied the Board's approved regulations in its dealings with customers. The Board can review the actions of the utility up to the point where the service is provided to the customers meter. The Board does not investigate or comment on consumption issues on the customer side of the meter.

How do I file my complaint or appeal with the Board?

All appeals of decisions of the DRO must be in writing and directed to the office of the Clerk of the Board. The Complainant must identify, in sufficient and specific detail, the matter which is the subject of the complaint and which Board approved regulation has not been properly followed or applied by the utility. The processes under which complaints are heard are set out in ss. 83 - 89 of the [Public Utilities Act](#). A Notice of Appeal form is available on the Board's website.

Board Contact Information

Email: board@novascotia.ca
Website: <https://nserbt.ca/nsrab>
Phone: 902-424-1333
Toll free: 1-844-809-0010
Fax: 902-424-3919
Mail: Nova Scotia Regulatory and Appeals Board
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