

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 your water bill where they feel they have been incorrectly calculated or the wrong rate applied. You must first advise the Halifax Regional Water Commission (“HRWC”) in writing of the suspected error and allow reasonable time for them to review your objection. If HRWC agrees with you they can adjust the amounts billed.

What if I simply cannot pay my water bill?

If the amount billed by HRWC is correct there is no appeal available to the DRO or the Board.

What if I feel my water meter is wrong?

If you feel your meter is not operating correctly you can request HRWC test it. HRWC 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 HRWC in writing.

What other types of complaints can be considered?

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

Can HRWC’s review decision be appealed?

You still object after HRWC has reviewed your complaint, effective January 1, 2017 you can appeal, in writing, to the Dispute Resolution Officer (the “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 Dispute Resolution Officer's decision you can appeal to the Board. Appeals must be filed with the Board within 30 days of the DRO's decision.

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 detail the matter which is the subject of the complaint. The processes under which complaints are heard are set out in ss. 83 - 89 of the [Public Utilities Act](#).

Board Contact Information

Email: board@novascotia.ca
Website: <https://nsuarb.novascotia.ca>
Phone: 902-424-4448
Toll free: 1-855-442-4448
Fax: 902-424-3919
Mail: Nova Scotia Utility & Review Board
1601 Lower Water Street
Halifax NS B3J 3S3.