

Complaints and Disputes – Utilities Other Than Halifax Regional Water Commission

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 utility in writing of the suspected error and allow reasonable time for them to review your objection. If the utility agrees with you they can adjust the amounts billed.

What if I simply cannot pay my water bill?

If the amount billed by the utility is correct there is no appeal available to the Board.

What if I feel my water meter is wrong?

If you feel your meter is not operating correctly you can request the utility test it. Generally, the utility may charge an amount to defray the cost of the test. If the test shows the meter is recording materially more water than is being used then the charge may be waived and the customer's bill adjusted. The adjustment will be calculated using the best information available. If you want your water meter tested you must advise the utility in writing.

Please refer to the utility's schedule of Rates, Rules and Regulations for specific information on meter testing and bill adjustments.

Note that some utilities do not use water meters. For those utilities, a standard billing rate is used for service.

What other types of complaints can be considered?

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

Can the utility's review decision be appealed?

If you still object after the utility has reviewed your complaint you can make a complaint to the Board.

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

All complaints 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.