



**Nova Scotia Regulatory
and Appeals Board**

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November 21, 2025



Muhammad J. Iqbal
Halifax Regional Municipality
Nova Scotia

Dear Complainant:

**M12557 – Halifax Regional Water Commission Complaint – Water Damage –
Muhammad Iqbal**

The Board has received your request to appeal. You raise concerns about alleged damage to your property caused by Halifax Water. The Dispute Resolution Officer (DRO) refused to investigate your complaint and did not issue an Order. In those circumstances, the Board does not appear to have jurisdiction to treat this as an appeal from the DRO. However, under s. 83(1) of the *Public Utilities Act*, a person can make a complaint to the Board with respect to the service provided by a utility. The Board is willing to proceed with your complaint on that basis. The process would be as follows:

1. The Board will require you to provide documentation to prove your complaint and the scope of any repairs that you say are required.
2. Halifax Water will provide its written response to your complaint.
3. Board staff will issue information requests (IRs) if additional information is required from you or Halifax Water.
4. Once the Board has received responses to all IRs, it will consider the complaint and render a decision. Your complaint may be dismissed or some or all of your complaint may be allowed. If your complaint is allowed, the Board may direct Halifax Water to carry out whatever work the Board considers necessary. The Board does not have the jurisdiction to order that Halifax Water pay you any monetary compensation. If you are seeking money damages you may want to consider obtaining legal advice about commencing a civil claim.

Please advise how you wish to proceed no later than **November 28, 2025**. If we do not hear from you by that time we will close this file.

Yours very truly,

Lisa Wallace

Lisa Wallace
Chief Clerk of the Board

c. HRWC Complaints
DRO

