

From: [Board, NSUARB](#)
To: [Wallace, Lisa](#)
Cc: [Nakhatovych, Maryna](#)
Subject: FW: Complaint # 325
Date: November 10, 2025 8:37:59 AM

From: Muhammad J. Iqbal [REDACTED]
Sent: November 9, 2025 4:49 PM
To: Murray Doehler <dro@dro-hw.ca>; Board, NSUARB <Board@novascotia.ca>; Halifax Water Complaints <complaints@halifaxwater.ca>
Cc: Halifax Water Complaints <complaints@halifaxwater.ca>; Muhammad J. Iqbal [REDACTED]
Subject: Re: Complaint # 325

You don't often get email from [REDACTED]

**** EXTERNAL EMAIL / COURRIEL EXTERNE ****

Exercise caution when opening attachments or clicking on links / Faites preuve de prudence si vous ouvrez une pièce jointe ou cliquez sur un lien

Case number: 325

(Account #: [REDACTED])

Hello Mr. Doehler,

I am writing to follow up on my previous email dated Friday, May 16, 2025, regarding the unacceptable condition of my driveway and front yard following Halifax Water's repair work.

I am bringing serious concerns about the deteriorating condition of my driveway, which is now affecting my front deck. I have failed to understand how Halifax Water can close my file without conducting a site visit or any form of investigation. I find this decision deeply unfair and dismissive of the real and escalating damage to my property.

Halifax Water's response claims that the quality of repair work is not defined within their regulations and, therefore, outside their jurisdiction. However, **the consequences of their work—physical damage to private property, structural compromise, and obstruction of insurance repairs—are tangible and serious.**

I believe this warrants oversight and accountability.

I respectfully request that the Nova Scotia Utility and Review Board review this matter and determine whether Halifax Water's refusal to investigate is appropriate, given the extent of the damage and the lack of resolution.

Despite multiple complaints and documented calls, no corrective action has been taken, and

the situation has worsened.

The work completed by Halifax Water has not only failed to meet basic standards—it has actively caused further damage to my property. Specifically:

- **Driveway Damage:** The section of the driveway paved by Halifax Water is cracking and sinking. This deterioration is accelerating; it is causing more cracks in my driveway and will worsen with winter snow accumulation.
- **Structural Impact:** The sinking has extended to the footing of my entrance deck, which was professionally built 1.5 years ago. I am now facing the risk of structural decline on one side of the deck, which could lead to serious safety and financial consequences.
- **Front Yard Contamination:** Asphalt was improperly spread across my front yard, delaying further restoration work by my insurance contractor.

I have made two formal complaints via phone:

- Dec 18, 2024 – WO# 294391 (Agent: Arooj)
- March 12, 2025 – WO# 307072 (Agent: Shelley)

To date, no action has been taken. This negligence is unacceptable.

I am requesting an immediate site inspection and a full remediation plan to address:

1. The structural damage to the driveway and deck.
2. The improper grading and paving.
3. The asphalt contamination in the front yard.

"Should I not receive a satisfactory response and resolution within ten (10) business days, I will be compelled to pursue all available legal remedies, including but not limited to filing a formal complaint with the Nova Scotia Utility and Review Board and initiating legal proceedings to seek compensation for the damages sustained."

Please treat this matter with the urgency it demands. I am prepared to cooperate fully to resolve this issue amicably, but I will not allow further damage to my property to go unaddressed.

Sincerely,

Muhammad Iqbal

Cell: [REDACTED]

From: Murray Doehler <dro@dro-hw.ca>

Sent: Thursday, May 22, 2025 4:41 PM

To: [REDACTED]

Cc: Halifax Water Complaints <complaints@halifaxwater.ca>

Subject: Complaint # 325

Mr. Iqbal:

Upon receiving your complaint, I had given it the above case number (#325). Upon reviewing the details of your complaint, I understand it is related to you being unsatisfied with the quality of repair work related to your sewer. The quality of any sewer repair work is not a matter that is defined in the Regulations for Halifax Water. I can only investigate matters that are defined in the Regulations. As this matter is not defined in the regulations it is not within my jurisdiction to investigate.

I will not be investigating your complaint and will close your file accordingly.

You and Halifax Water have the option to appeal this decision to not investigate within 30 days to the Nova Scotia Regulatory and Appeals Board (board@novascotia.ca, [(902) 424-4448]).

Murray Doehler

Dispute Resolution Officer

of the Halifax Regional Water Commission

(902) 225-0795