

## **WELCOME APRIL!**



Happy April Fool's
Day! What a fun way
to start off the month –
pulling a good-natured
prank on a family
member or friend.

On a more serious

note, the Budget Committee finalized discussions on the 2025/26 municipal budget on March 26 resulting in a proposed residential tax rate of \$0.77 per \$100 of assessed value: approximately a \$117 increase for a home assessed at \$338,500. As we approach the April 8 Regional Council session, the date when the budget will be finalized, I am committed to the proposed rate.

Keep reading for more information on summer camp registration, new parks & recreation fees and new online registration software, a community hub proposal for Lower Sackville, the Second Unit Incentive Program and much more!

If you wish to discuss a municipal program or service, please contact me at <a href="mailto:Billy.Gillis@halifax.ca">Billy.Gillis@halifax.ca</a> or call me at 902.471.6906.

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April 2025



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### **APRIL MEETING DATES**

Regional Council, Budget Committee and Northwest Community Council meetings will be held on:

# Regional Council:

Tuesday, April 8 at 10 a.m.

Tuesday, April 15 at 10 a.m. (If Required)

Tuesday, April 29 at 10 a.m.

North West Community Council: Monday, April 14 at 6 p.m.

# **Standing Committees:**

Appeals Standing Committee

• Thursday, April 10 at 10 a.m.

Audit & Finance Standing Committee

Wednesday, April 16 at 10 a.m.

Special Events Advisory Committee

• TBD

### DID YOU KNOW....

April is Sikh Heritage month; Genocide Remembrance, Condemnation, and Prevention month and, Sexual Assault Awareness month.

April 1 is April Fool's Day

April 1 is Food Freedom Day

April 1 is International Day of Fun at Work

April 2 is World Autism Day

April 2 is Reconciliation Day

April 2 is International Children's Book Day

April 3 is World Party Day

April 3 is World Aquatic Animal Day

April 4 is International Carrot Day

April 4 is International Day for Mine Awareness

and Assistance in Mine Action

April 5 is International Day of Conscience

April 6 is Tartan Day

April 7 is World Health Day

April 9 is Vimy Ridge Day

April 10 is National Siblings Day

April 12 is World Festival of Oatmeal

April 13 is Palm Sunday

April 13 is the First Day of Passover

April 14 is World Quantum Day

April 17 is Maundy Thursday

April 18 is Good Friday

April 20 is Last Day of Passover

April 20 is Easter Sunday

April 21 is Easter Monday

April 22 is Earth Day

April 23 is Yom HaShoah

April 28 is National Day of Mourning

# HALIFAX WATER BOARD OF COMMISSIONERS – VOLUNTEER OPPORTUNITY



The Halifax Regional Municipality is seeking applications for a volunteer to serve on the Halifax Water Board of Commissioners.

Applications are available at <a href="https://halifax.ca/serve">halifax.ca/serve</a> and will be accepted until Thursday, April 3 at 11:59 p.m.

The Halifax Water Board of Commissioners is an external body which provides governance oversight for the activities of Halifax Water, in compliance with the Halifax Regional Water Commission Act and Administrative Order 2018-001-ADM (Respecting the Halifax Regional Water Commission). The mandate of Halifax Water is to own and operate water facilities and utilities for the purpose of



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providing water, wastewater and stormwater services to customers.

The term for this position will begin in the spring of 2025 and will be for a length of two to three years, subject to Regional Council's discretion. Eligible applicants must: reside within the Halifax Regional Municipality; be at least 18 years of age; and not be a member of another municipal board, committee or commission.

The municipality is seeking commission members that are reflective and inclusive of residents from across the municipality. Applicants from Black/African Nova Scotian communities, youth, women, persons with disabilities, Indigenous persons, and Francophone/Acadian, newcomer and 2SLGBTQ+ communities are encouraged to self-identify.

For more information or to apply, visit <a href="mailto:halifax.ca/serve">halifax.ca/serve</a>. Residents can also contact <a href="mailto:serve@halifax.ca">serve@halifax.ca</a> or call 902-490-4210 for questions about the appointment process or to request accommodations.

### **BUDGET 2025/26**



Regional Council is scheduled to approve the 2025/26 municipal budget on Tuesday, April 8.

Following the Wednesday, March 26 Budget Committee meeting, the proposed \$0.772 tax rate (an increase of 0.002 from 2024/25) – two thousandths of a cent higher than last year, will be forwarded to Regional Council for final review and approval.

The municipal budget funds all costs associated with servicing a growing municipality. This includes day-to-day municipal operations, capital priority initiatives approved by Regional Council, and capital projects and investments to purchase, construct, rehabilitate and replace municipal assets.

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For more information on the 2025/26 municipal budget, visit halifax.ca/budget.

# RCMP ROAD SAFETY STATS – JANUARY 2025



## REFUGEE RIGHTS DAY



April 4 marks
Refugee Rights
Day, which is an
opportunity to bring
attention to the

advances made in the protection of refugee rights in Canada as a result of the 1985 Singh Decision.

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In this decision, the Supreme Court found that the Canadian Charter of Rights and Freedoms protects the fundamental rights of refugees.

The Court decided that 'everyone' includes refugee claimants in the sentence: 'Everyone has the right to life, liberty and security of the person and the right not to be deprived thereof except in accordance with the principles of fundamental justice.'

# SECONDARY UNIT INCENTIVE PROGRAM



HRM, with help from the federal government's Housing Accelerator Fund, has introduced a new grant program to help property owners create more housing options.

The <u>Second Unit Incentive Program</u> offers financial grants to help offset costs associated with building new secondary units. Eligible residents can receive up to \$12,000 to help reduce building expenses related to water and wastewater.

Applications will be open until June 1, 2026, or until funding is fully allocated. More information on how to apply can be found by clicking <a href="https://example.com/here

# HRM EARNS 2024 TREE CITY OF THE WORLD RECOGNITION



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## The Arbor Day Foundation named

Halifax Regional Municipality a 2024 Tree City of the World in honour of its commitment to plant, grow and maintain trees to benefit its community. The Halifax Regional Municipality first earned this recognition in 2019.

The Arbor Day Foundation is a global non-profit with a mission to inspire people to plant, nurture and celebrate trees. Its network has helped the organization plant more than 500 million trees in forests and communities across more than 60 countries since 1972. The international Tree Cities of the World recognizes cities that leverage urban forestry to enhance the livability and sustainability of their local area. In 2024, the municipality planted 1,200 trees.

In cities and neighbourhoods, trees are proven to help mitigate urban heat island effect, reduce stormwater runoff and flooding, improve air quality and boost mental and physical health. When the right trees are planted in the right places, they may also reduce traffic noise, increase property values and lower energy costs for homeowners.

To earn Tree Cities of the World recognition, a city must uphold five core standards:

- establish responsibility for the care of trees
- 2. enact a law or policy that governs the management of trees and forests

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- 3. maintain an updated assessment of local tree resources
- 4. allocate resources for a tree management plan
- 5. hold an annual celebration of trees to educate local residents

The Arbor Day Foundation's Tree Cities of the World program is operated in partnership with the Food and Agriculture Organization, a specialized agency of the United Nations. Learn more about the program on their website.

## WHEN TO CALL AN ARBORIST



Halifax Regional Municipality is fortunate to have a dedicated team of tree care professionals responsible for maintaining and managing our large inventory of public trees.

In HRM, a public tree is defined as any tree where the majority of the trunk is on municipal land, including parkland and the space between the curb and private property (right-ofway).

Ownership of the tree in front of most properties in HRM typically depends on how close the tree is to the roadway, but it's not always that simple. The width of the right-ofway space varies across the municipality, from street to street.

If you are unsure if a tree is public or private, you can call 311 and we can assist with a

measurement.

# Why does this matter?

HRM maintains and manages public trees, ensuring their health and safety.

If you have concerns about a public street tree (or park tree), you can call 311, and a Certified Arborist can assess it and determine if action is required.

## When to call an Arborist for Private Trees

For trees on private property (e.g. side-yards, backyards, private portion of the front yard), hiring an arborist is advisable if you notice dead or dying branches, cracks in the trunk, leaning or unstable trees, fungal growth, visible signs of stress, damaged roots, pest infestation, cavity or hollow sections, storm damage, tree trimming, safe tree removal and tree assessments.

## Why Hire an Arborist?

Arborists have put in hundreds of hours toward through schooling, exams, certification, and apprenticeship, all to know the right decisions for the right scenarios.

Arborists provide an expert assessment and ensure the job is done right.

HRM has a robust arboriculture industry equipped to understand the local conditions and species. Check online for reputable firms.

For public tree concerns, call 311. For private trees, a professional arborist can help keep your trees healthy and your property safe.

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## **CULINARY KIDS**

The Beaver Bank Kinsac Community Centre is hosting the Culinary Kids culinary adventure for young Chefs aged 7 to 13 years. To register your child, email:

culinarykidscookingclass@gmail.com.



# BREAKFAST WITH THE EASTER BUNNY



The <u>Beaver Bank Kinsac Community Centre</u> will be hosting breakfast with the Easter Bunny on April 12 from 8:30 to 10:30 a.m. Please call 902-865-5114 for tickets.



# APRIL 14 – SUMMER CAMP REGISTRATION



A new online recreation software was launched on April 1. Summer camp registration, April 14, will use the new registration platform. The <a href="MyREC webpage">/MyREC webpage</a> will remain the same but will link to the new system.

If you have an active facility membership at one of our municipal recreation centres, the

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Canada Games Centre, Cole Harbour Place, the St. Margaret's Centre or Zatzman Sportsplex, your client information will be transitioned to the new system. However, you will need to set up a **new password** and **link your payment information** to your new account if you wish to complete online transactions.

Members will be prompted to create their new password in an email coming from **communication@xplorrecreation.com**. It will look like this:



If you do not have an active facility membership at one of our municipal recreation centres, the Canada Games Centre, Cole Harbour Place, the St. Margaret's Centre or Zatzman Sportsplex, you will need to create a new user profile.

# RECREATION FUNDING ACCESS PROGRAM



The Funding Access
Program provides
recreation opportunities to
children, youth and adults
in financial need.

Depending on the need, the cost of recreation programs could be 50% or 100% covered by the program.

To qualify, you must:

- Live in HRM
- Show proof of financial need
- Apply before registering for a program

All Halifax Recreation programs are eligible except private swim lessons, birthday parties, third-party programs, and rentals.

Proof of financial need must accompany <u>your application</u>. You must include the following as applicable to your application request.

- <u>Canada Child Benefit Statement</u> for children and youth under 18 years of age
- Notice of Assessment for individuals 18 years of age and over
  - o Sample Notice of Assessment
- Letter from the <u>Department of</u> <u>Community Services</u>

If you are applying to the Affordable Access Program and would like to provide feedback, please fill out and submit our <a href="Feedback">Feedback</a> Survey.

# SACKVILLE COMMUNITY HUB PROPOSAL



The Mi'kmaw
Native Friendship
Centre Society
put forward a
proposal to the
Community and
Economic
Standing

Committee on July 18, 2024 to have the property at 2a George Street, Lower Sackville, (site of the former Centennial School) transferred to the Mi'kmaw Native Friendship Society to create a community hub for Indigenous and non-Indigenous community

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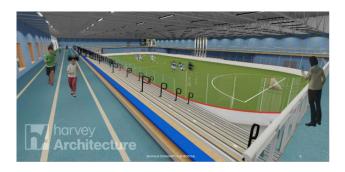
members. The matter was before <u>Regional</u> <u>Council on August 6, 2024</u> where a staff report was requested recommending an evaluation of the proposal and options to be provided in response to the Mi'kmaw Native Friendship Centre Society's request.

The project proposes a partnership with the Wolves Lacrosse Association to build a community hub that will include two indoor lacrosse pads for the use of the Association. This would be the first dedicated lacrosse facility east of Montreal. The Society has a letter of support from the Thunderbirds stating that they are looking to have this site as their practice space along with potential office space.

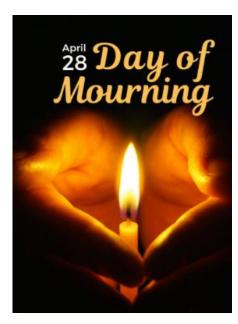
The Society also acknowledged that Nova Scotia Health has identified the need for an accessible location for Primary Heath Care services in Lower Sackville that is being considered as part of this proposal.

This gathering of two organizations – one Indigenous and one non-Indigenous is Truth and Reconciliation (TRC) at its best.

Although still in the proposal/development stage, there is a report expected back to Regional Council in 2025.



# NATIONAL DAY OF MOURNING



On April 28,
Nova Scotians
will join with
Canadians
across the
nation, and
over 100
countries
around the
world, to
recognize the
National Day
of Mourning.

This day has been designated as a time when workers, families, employers and others come together to remember those who have died or been injured at work.

According to recent statistics from the Association of Workers' Compensation Boards of Canada (AWCBC), there were just over 270,000 accepted claims for lost time due to a work-related injury or disease in Canada in 2019, and sadly, 925 workplace fatalities. On this important day, we pause to remember those who have died or been injured on the job and take time to collectively renew our commitment to making safety a top priority in our individual workplaces.

Learn more about the National Day of Mourning <u>here</u>.

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# ROADS - ANNUAL SPRING WEIGHT RESTRICTIONS



To minimize potential damage to municipal roads, the Halifax Regional Municipality introduced spring

weight restrictions on Sunday, March 9. The weight restrictions will end on Sunday, April 27.

These restrictions are for heavy vehicles travelling on municipally-maintained roads. Residents can view which roads are exempt from spring weight restrictions on a <a href="mailto:map">map</a>. Regular weight tolerances apply on exempt roads.

The municipality's spring weight restrictions are consistent with those of the Nova Scotia Department of Public Works. More details of vehicle restrictions can be found <u>online</u> or view the list below.

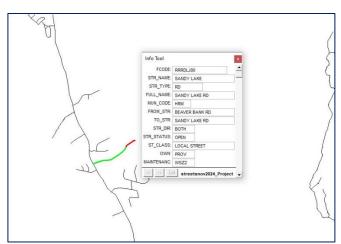
# **Spring weight restrictions**

The Halifax Regional Municipality has implemented regulations restricting the maximum vehicle and axle weights permitted on all Halifax maintained roads NOT referenced in Schedule "B".

Schedule "B"	
	FROM BEAVER BANK ROAD EASTERLY 1.2 KM
	WINDGATE DRIVE TO SACKVILLE DR
3. BISSETT ROAD	
4. COBEQUID ROAD	SACKVILLE DRIVE TO ROCKY LAKE DRIVE
5. COLE HARBOUR ROAD	CALDWELL ROAD TO ROSS ROAD
6. COW BAY ROAD	
7. DUKE STREET	ROCKY LAKE DRIVE TO HIGHWAY 102
8. MAIN ROAD	BELMONT AVENUE TO COW BAY ROAD
9. ESTATES ROAD	GLENDALE AVE SOUTHERLY TO END OF PAVEMENT
10. FOREST HILLS DRIVE	
11. GLENDALE AVENUE	
12. HAMMONDS PLAINS RD.	LARRY UTECK BOULEVARD TO HIGHWAY 103
13. LAKE MAJOR ROAD	IN TOTAL
14. LUCASVILLE ROAD	SACKVILLE DRIVE TO HEFLER'S MILL
15. ROCKY LAKE DRIVE	
16. SACKVILLE DRIVE	HIGHWAY 102 TO PATTON ROAD IN UPPER SACKVILLE
17. ST. MARGARETS BAY RD	PROSPECT ROAD TO HIGHWAY 103, EXIT 4 IN TIMBERLEA
18. HIGHWAY 2	ROCKY LAKE DRIVE TO SUNNYLEA ROAD IN WELLINGTON
	RIDGECREST DRIVE TO LITTLE SALMON RIVER BRIDGE
20. HERRING COVE ROAD	OLD HALIFAX CITY BOUNDARY TO HERRING COVE
21. EVERGREEN PLACE	IN TOTAL
22. WINDSOR JUNCTION RD.	400 METRES NORTH FROM COBEQUID ROAD
23. TIMBERLEA VILLAGE PKWY	ST. MARGARET'S BAY ROAD TO HIGHWAY 103
24. ALL STREETS	IN THE FORMER CITY OF HALIFAX, DARTMOUTH & TOWN OF BEDFORD
25. HIGHWAY 3	FROM INGRAMPORT CONNECTOR TO HIGHWAY 103 EXIT 4
	FROM HIGHWAY 107 TO BLUEROCK ROAD (EAST END)
27. ROUTE 207	FROM ROSS ROAD TO MINEVILLE ROAD
	FROM HIGHWAY 103 TO HIGHWAY 3
29. MINEVILLE ROAD	FROM HIGHWAY 7 TO ROUTE 207
	FROM HOWARD AVENUE TO MACNAB AVENUE
	FROM MAIN ROAD TO CLARENCE AVENUE
	FROM MAIN ROAD TO CLARENCE AVENUE
	FROM CLARENCE AVENUE TO END
	EDOM CLADENCE AVENUE TO END

ΗΛLIFΛΧ

# SANDY LAKE ROAD, BEAVER BANK



I have received numerous requests to have Sandy Lake Road in Beaver Bank paved.

Sandy Lake Road is a provincially owned road (green section shown on the above map) and is maintained by the province. The red section (as shown on the above map) is privately owned.

HRM does provide snow clearing in the winter for the provincially owned portion, however; HRM does not have the authority / jurisdiction to pave the road.

Please reach out to <u>MLA Brian Wong's</u> office regarding maintenance and/or /paving related issues.



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# CHISHOLM SERVICES FOR CHILDREN - FIRST LAKE DRIVE



Wade Johnston, Executive Director with Chisholm Services for Children, explained that Chisholm is relocating from their current location in south end Halifax to the scenic and nurturing community of First Lake Drive, Lower Sackville.

Chisholm's belief is that children belong and thrive in community and that all children deserve brighter futures. Their top priority is integrating into the community while respecting, and protecting, the natural beauty of the property they plan to call home.

The property is 6 acres with plans to divide it into 4 lots: 2 for the housing, 1 for office space and 1 for therapeutic outdoor activities.

There will be two four-bedroom homes with each home housing 4 children each for a total of 8 children aged 6 to 12 years.



## **WILDFIRE SEASON**



Wildfire season runs from March 15 to October 15. While burning restrictions are in effect year-round.

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additional restrictions are in effect during wildfire season.

<u>Fire safety</u> is key to protecting your home and community. Follow these tips every time you make an outdoor fire:

- Always check the <u>daily burn restrictions</u> before starting a fire to ensure it's safe and allowed.
- Never leave your fire unattended unattended fires can spread quickly and become dangerous.
- Completely extinguish your fire douse it with water, stir the ashes and repeat until everything is cool to the touch.

Through a voluntary process, residents may register to receive a wildfire risk assessment for their property using the <a href="FireSmart">FireSmart</a> standard. The FireSmart program is a national initiative designed to help communities and property owners reduce the risk of wildfires. It provides education, guidelines and practical actions to minimize fire hazards in homes, businesses and public spaces. To learn more about a FireSmart assessment, visit our website.

For more information about wildfire safety, visit our website.

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# BOARD OF POLICE COMMISSIONERS - APPOINTMENT

# HALIFAX BOARD OF POLICE COMMISSIONERS

The Halifax Regional Municipality is pleased to announce that Vincent Beswick-Escanlar has been appointed to the Board of Police Commissioners, effective April 1, 2025.

Mr. Beswick-Escanlar is a family physician, with expertise in public health and preventive medicine. With experience in both the military and policing, Mr. Beswick-Escanlar brings an understanding of the complex, interconnected factors that shape community policing and safety.

The municipality would also like to thank Gavin Giles, the outgoing Chair of the Board of Police Commissioners, for his service. Mr. Giles' term as Chair concluded on March 31, 2025. An election for the new Chair will be held during the next meeting of the Board of Police Commissioners on April 2, 2025.

For more information about the Board of Police Commissioners, visit the webpage.



# YOUTH WORX PROGRAM INFORMATION SESSIONS



If you're 16-24 and facing challenges finding work, the Youth Worx Program provides 24 weeks of paid work

experience, training, and skill development to help build your future.

Join an information session and apply by April 11 for the spring program. Details are available here.

The Youth WORX Program (formerly called Youth Live) offers 24 weeks of paid job and life skill building for those having difficulty finding employment. While in our supportive environment, you'll gain hands-on work experience operating the Youth WORX Café in the Sackville Sports Stadium and delivering and repairing green carts on behalf of the municipality.

You'll also participate in job readiness workshops to improve your employability skills. At Youth Worx you will work to learn and learn to work!

# **Spring 2025 Information Sessions:**

 April 10 at 4 p.m.: Power House Youth Centre, 1606 Bell Road, Halifax.



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# WALLACE LUCAS COMMUNITY CENTRE SOCIETY



Regional Council has approved a facility operating agreement with the Wallace Lucas Community Centre Society, a volunteer-run board, to transfer operations of the Wallace Lucas Community Centre (596 Lucasville Road, Lucasville).

The municipality's recreation service delivery is provided through a hybrid model – with some facilities being operated directly by the municipality, but the majority of facilities operated by volunteer not-for-profit organizations and community partners. This model is designed to facilitate equal access to meaningful recreation experiences.

The Wallace Lucas Community Centre, which has been in operation since the early 1980s, is an approximately 4,100 square foot facility, located adjacent to a municipal playground and sport court. The Centre offers a variety of spaces – including a 1,300 square foot multipurpose room, 700 square foot classroom and licensed kitchen. The municipality is currently planning renovations to the facility, including an emergency generator and other energy efficiency upgrades.

Regular users of the facility include the Lucasville Community Association, Lucasville Education Committee Society and the Lucasville Greenway Society.

For more information, read the staff report <u>here</u>.

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# CLEARING STORM DRAINS, CATCHBASINS AND HYDRANTS



Halifax Water is asking residents to check storm drains and catch basins near their homes and clear away any snow or debris if they can do so safely. A few minutes of effort can go a long way in preventing pooling water and ice buildup on our roads and sidewalks.





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# VOLUNTEER INCOME TAX PROGRAM

The <u>Beaver Bank Kinsac Community Centre</u> is hosting the Canada Volunteer Income Tax Program. For more information, call 902.865.5114.



# MOBILE FOOD MARKET FUNDING INCREASE



Regional Council has approved an increase in funding from \$75,000 to \$175,700 to the Mobile Food

Market. Rising costs, soaring rates of food insecurity and growing interest in community-based, welcoming and dignified ways of accessing food has resulted in an unprecedented demand for the services of the Mobile Food Market.

Additional funding will be used to continue supporting a senior leadership role, an additional full-time employee, and for program funding.

Regional Council has also approved the continued support for two years until 2029 and directed the Chief Administrative Officer to work with the Mobile Food Market and other partners for the purchase of a new hybrid or electric vehicle.

For more information, read the staff report.

# LIVING LAKESHORES



This spring, the municipality is partnering with Saint Mary's University Halifax and the Ecology Action Centre to launch Living Lakeshores—a new initiative focused on protecting our region's freshwater shorelines.

This project is a great opportunity for residents to get involved in preserving our natural environment. We're offering free Level 1 training sessions where you can learn handson skills in shoreline naturalization. After completing Level 1, you'll have the chance to take it even further with Level 2 training.

The first session took place on March 29, and another will take place May 2. We only have space for 20 people, so please <u>register today!</u> Click <u>here</u> to learn more about Living Lakeshores and why education plays such a key role in protecting our shorelines.



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# IN THE COMMUNITY



Here I am with Mayor Andy Fillmore, Council colleagues and Cassidy Megan in the Grand Parade for the Purple Day for Epilepsy flag raising to raise awareness of the neurological condition.





I attended the unveiling of the new Sackville Lions' Club monument honouring past and present Lions along with Councillor John Young and MP Darrell Samson.







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I attended the World Down Syndrome Flag Raising and Proclamation of World Down Syndrome Day in the Grand Parade with our Town Crier Will Brewer.





Happy to see that my sign has been added to the Sackville Sports Stadium external sign.





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Had a productive lunch meeting at Roy's Restaurant with Mayor Andy Fillmore and Councillor John Young discussing the Greater Sackville area. Sackville is growing exponentially and now is the time to shape how we develop and grow our infrastructure network.

# PROVINCIAL AND FEDERAL REPRESENTATIVES

**Provincial Members of the Legislative Assembly (MLAs)** representing the Lower Sackville – Beaver Bank area are:



Paul Wozney Sackville-Cobequid

Unit 104, 445 Sackville Drive Lower Sackville NS B4C 2S1

Phone: 902-864-6271

Email: paulwozneymla@gmail.com



Brian Wong Waverley-Fall River-Beaver Bank

1265 Fall River Road Suite 101 Fall River, NS B2T 1E6



**LOWER SACKVILLE - BEAVER BANK** 

Phone: 902-576-3411

E-mail: brianwongmla@gmail.com

Federal Members of Parliament (MPs) representing the Lower Sackville-Beaver Bank area are:



**Darrell Samson** 

Liberal

Sackville-Preston-Chezzetcook Nova Scotia

2-2900 Highway 2 Fall River, Nova Scotia B2T 1W4

Telephone: 902-861-2311

Fax: 902-861-4620

## **HALIFAX WATER**



STRAIGHT from the SOURCE

Between 2019 and 2049, Halifax Water plans to invest about \$4 billion to upgrade infrastructure to ensure the continued delivery of high-quality water, wastewater and stormwater services to benefit customers and the environment.

To see a list of major Halifax Water projects, click <u>here</u>.

# 24-Hour Emergency Service

Call 902-420-9287 for water, sewer, and flooding emergencies.

## **Customer Care Centre**

902-420-9287

Hours of Operation: Monday to Friday from 8:00 AM to 6:00 PM

Email: customercare@halifaxwater.ca

(please allow up to three business days for a reply)

### **Head Office Address**

Mailing Address

450 Cowie Hill Road Halifax, NS Halifax Water PO Box 8388, RPO CSC Halifax, NS B3K 5M1

Head Office Hours of Operation: Monday - Friday, 8:30 AM to 4:30 PM

As a regulated public utility, Halifax Water must conduct business in accordance with the Halifax Water Regulations as approved by the Nova Scotia Utility and Review Board. These can be used to help you determine if we have applied an approved practice.

Halifax Water will respond to concerns and complaints about:

- Billing
- · Metering and meter reading
- Application of standard charges
- Misuse of water resources, sanitary, or stormwater systems
- Halifax Water staff or service delivery

Formal complaints can be sent to: Halifax Water Complaints Department P.O. Box 8388, RPO CSC Halifax, NS B3K 5M1

Email: <u>customercare@halifaxwater.ca</u>.

If you are not happy with Halifax Water's response, you may make an appeal to the <u>Dispute Resolution Officer</u> (DRO).

The Dispute Resolution Officer is an independent officer (not an employee of



LOWER SACKVILLE - BEAVER BANK

Halifax Water or the Nova Scotia Utility and Review Board) who manages regulationbased customer issues.

# HRM'S LAND ACKNOWLEDGEMENT

# **Land Acknowledgement**

The Halifax Regional Municipality is located in Mi'kma'ki, the ancestral and traditional lands of the Mi'kmaq people. The municipality acknowledges the Peace and Friendship Treaties signed in this Territory and recognizes that we are all Treaty People.

Halifax is committed to strengthening its relationship with Indigenous communities and honouring the significant contributions of Indigenous peoples. Another way the municipality has demonstrated this is by formalizing the official Land Acknowledgement.

In Nova Scotia, we are all Treaty People; with that comes roles and responsibilities.

## **COUNCILLOR BILLY GILLIS**



I am a member of Halifax Regional Council and the North West Community Council and serve on the following boards and committees:

- Appeals Standing Committee
- Audit & Finance Standing Committee
- Special Events Advisory Committee

## **HAPPY EASTER!**



