

WELCOME OCTOBER!



Happy Yom Kippur!
Happy Thanksgiving!
Happy Diwali!

Happy Halloween!

Reminiscing about the first Thanksgiving, I am grateful for the welcome and assistance our ancestors received when they arrived in a new country. I am thankful that we continue to extend that assistance to new Canadians arriving today and sharing our culture with them as they share theirs with us.

Keep reading for more information on a new crosswalk with RRFB on Cobequid Road, new bridge on Glen Slauenwhite Trail, potable water for residents with dry wells and much more!

If you wish to discuss a municipal program or service, please contact me at Billy.Gillis@halifax.ca or call me at 902.471.6906.

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OCTOBER MEETING DATES

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

Regional Council:

Tuesday, Oct. 7 at 10 a.m. Tuesday, Oct. 21 at 6 p.m.

North West Community Council: Monday,

• Monday, Oct. 6 at 6 p.m.

Standing Committees:

Appeals Standing Committee

• Thursday, Oct. 9 at 10 a.m.

Audit & Finance Standing Committee

• Wednesday, Oct. 15 at 10 a.m.

Special Events Advisory Committee

• TBD

DID YOU KNOW....

October is German Heritage Month, Canadian Islamic History Month, Latin American Heritage Month, Mi'kmaw History Month, Women's History Month, Disability Employment Awareness Month, and, Cyber Security Awareness Month

Oct. 1 is the start of Yom Kippur

Oct. 1 is National Seniors Day

Oct. 4 is International Ships-in-Bottles Day

Oct. 11 is International Day of the Girl Child

Oct. 13 is Thanksgiving

Oct. 18 is Persons Day

Oct. 20 is Diwali

Oct. 24 is United Nations Day

Oct. 31 is Halloween

MI'KMAW HISTORY MONTH

October is **Mi'kmaw History Month**

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October is Mi'kmaw History Month, a time to commemorate the rich history, proud culture and important contributions of the Mi'kmaq people. In 1993, Premier John Savage and Mi'kmaw Grand Chief Ben Sylliboy declared October as the official month to recognize and celebrate Mi'kmaw culture and heritage.

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.

On March 6, 2025, the Province and Mi'kmaw Kina'matnewey jointly launched the Mi'kmaw Language ReVITALization Strategy, a collaborative plan to support the growth and sustainability of the language throughout Nova Scotia. The Province will provide \$1.3 million in annual funding to advance Mi'kmaw language revitalization initiatives. This investment will strengthen capacity in Mi'kmaw communities, help expand language learning programs, develop new resources and promote the use of Mi'kmaw in communities, workplaces and schools.

Chief Leroy Denny, Chair, Mi'kmaw Kina'matnewey, stated that: "Our language is at the heart of who we are as Mi'kmaq. The release of this strategy marks an important

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milestone in the shared journey towards reconciliation between the Province of Nova Scotia and the Mi'kmaw Nation."

On July 17, 2022, the Province of Nova Scotia, proclaimed, and Mi'kmaq affirmed, the Mi'kmaw Language Act, which recognized the Mi'kmaw language as the original language of Nova Scotia. The Act took effect on October 01, 2022. The Mi'kmaw Language Committee is a result of that Act and is comprised of representatives from Mi'kmaw communities and organizations as well as provincial government representatives. This Strategic Plan is a critical initial outcome of the Act.

TREATY DAY - OCT. 1



Every year on Oct. 1, Nova Scotians mark Treaty Day to celebrate the rich history, proud culture and important contributions of Mi'kmaq people.

These centuries-old treaties honour the enduring bond of friendship and respect between Nova Scotia's Indigenous and non-Indigenous communities and reaffirm the historic presence of the Mi'kmaw who have occupied the land for thousands of years.

Learn how to pronounce the words "Treaty Day," "September," and "October" in Mi'kmaw by clicking here.

TRAFFIC DELAY - COBEQUID ROAD

There will be a new crosswalk with RA-5 flashing beacons installed on Cobequid Road and Hillside Avenue near civic #111. The bus stops will also be relocated to accommodate the new crossing.

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This work will be carried out as part of the 2025/26 Capital Budget. Construction commenced Sept. 24 and is expected to be completed by end of November.

Traffic impact: Lane drops while maintaining two lanes of traffic will be in place while work is underway. Motorists should expect delays and are asked to use alternative routes where possible.

Figure 1. Approximate Location of Work



Figure 2. Example of RA-5 with flashing beacons



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PARKS & RECREATION - YOUTH SERVICES PLAN TEAM



2026–2029 Youth Services Plan



The Halifax Regional Municipality is inviting youth to join Parks & Recreation's Youth Services Plan Team and contribute to the development of the 2026-29 Youth Services Plan.

Applications will remain open until Thursday, Oct. 16.

The Youth Services Plan identifies key issues affecting youth across the region and helps guide future youth-focused programs and services, particularly in recreation.

Applicants must reside in the region and be between 13 and 24 years of age.

For more information and to apply, click <u>here</u>.

CURBSIDE GIVE AWAY

Fall Curbside Give Away Weekend

October 18, 2025 - 8:00 am

Free yourself of clutter and find some great free items of your own during Curbside Give Away Weekend on Oct. 18. This event takes place rain or shine all across the municipality.



NATIONAL DISABILITY EMPLOYER AWARENESS MONTH



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October is <u>Disability Employment Awareness</u>
<u>Month (DEAM)</u> a time to recognize the
contributions of people with disabilities in the
workforce. Throughout the month, DEAM
initiatives aim to bring awareness to barriers
experienced by those living with disabilities and
encourages workplaces across country to
create inclusive and accessible environments
for all.

Did you know?

- Nova Scotia has the highest provincial average of individuals with disabilities, with 38 per cent of Nova Scotians over the age of 15 identifying as having a disability (Canadian average is 27 per cent)
- Nova Scotia became the third Canadian province to create accessibility legislation with the passing of the Nova Scotia Accessibility Act in 2017, following Manitoba (2013) and Ontario (2005)
- According to the Canadian Survey on Disability 2017, the four most common disabilities among Nova Scotian adults include pain related disabilities, flexibility issues, mobility, and mental health related disabilities, with almost 20 per

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cent of individuals identifying as having a pain related disability

Numbers of individuals with disabilities is expected to grow as our population ages, making the municipality's commitment to improving accessibility and inclusion across our organization, in our programs and services and in the communities we serve increasingly important.

In support of this goal, and in alignment with the provincial accessibility framework, the Office of Diversity & Inclusion/ANSAIO developed an <u>Accessibility Strategy</u> that was unanimously approved by Regional Council in May 2021. We all play a part in working to break down the barriers that exist for people living with disabilities.

DROUGHT MONITORING AND WATER DELIVERY



With rural wells running dry across HRM this summer, Regional Council has approved

steps to expand and continue the municipal water distribution program.

Council voted to add more water distribution locations so residents in drought-affected communities have better access to safe drinking water. The program provides four litres of water per person per day, following Canadian Red Cross guidelines. Since early August, more than \$59,000 worth of water has been distributed through volunteer fire stations, supported by local firefighters, Joint

Emergency Management teams, and municipal staff.

To keep the program running, Council also approved up to \$200,000 in reserve funding. Any provincial or federal reimbursements received will be returned to the reserve.

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Recognizing the environmental impact of bottled water, the municipality distributes larger 4-litre jugs instead of single-use bottles whenever possible.

These actions ensure residents without access to well water continue to have safe drinking water during this prolonged drought.

DRINKING WATER TO RESIDENTS WITH DRY WELLS



The Halifax Regional Municipality, in partnership with the Province of Nova Scotia, Ground Search & Rescue and

Joint Emergency Management volunteer teams, is making emergency drinking water available for free to residents experiencing dry well conditions.

Residents can collect:

- Four litres per person per day
- Up to one week's supply per household at a time

Additional water is available for pets, based on their weight.

Water will be available on Wednesdays, 6 p.m. to 8 p.m. and Sundays, 6 p.m. to 8 p.m. at the following locations:

 Station 23 – 5543 Nova Scotia Trunk 7, Head of Chezzetcook

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- Station 39 14 Highway 336, Upper Musquodoboit
- Station 47 2040 Old Guysborough Road. Goffs
- Station 48 1581 Beaver Bank Road, Beaver Bank
- Station 50 2050 Hammonds Plains Road, Hammonds Plains
- Station 56 8579 St Margarets Bay Road, Black Point
- Station 62 2417 Old Sambro Road,
 Williamswood
- Samuel Balcom Community Center -25718 Nova Scotia Trunk 7, Port Dufferin
- Prospect Road Community Centre -2141 Prospect Road, Hatchet Lake

Water is also available at the **Sheet Harbour Ground Search & Rescue** facility at 44 Behie Road on Wednesdays, 5 p.m. to 7 p.m. and Sundays, 3 p.m. to 5 p.m.

These services will be assessed on a weekly basis. Any changes will be communicated through public service announcements, website updates and social media.

Showers available to residents with dry wells

Residents with dry wells can shower at the following municipal recreation facilities:

- Canada Games Centre | 26 Thomas Raddall Drive
 - 6 a.m. to 9 p.m.
- Prospect Road Community Centre |
 2141 Prospect Road
 - 9 a.m. to 8 p.m.
- Cole Harbour Place | 51 Forest Hills Parkway
 - Weekdays: 6 a.m. to 10 a.m. and 4 to 9 p.m.

• Weekends: 8 a.m. to 5 p.m.

Residents are asked to check in at the front desk. Membership is not required to access the showers. Please check our <u>website</u> to verify the hours of operation for each facility. Those 17 and under should be accompanied by an adult.

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For more information about water support and conservation, visit our <u>website</u>.

BURN BAN LIFTED



As of Sept. 26, the burn ban has been lifted in all counties in Nova Scotia except for Annapolis County.

OUTDOOR COMMUNITY RINK PROGRAM



Applications are now open for the annual Outdoor Community Rink Program and will be accepted until Friday, Oct. 3. Learn more and apply at

halifax.ca/outdoor-rink-program.

Launched in 2021, this program enables nonfor-profit organizations who meet specific



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criteria to apply for permission to operate a community rink on municipal-owned property. As part of the program, the municipality offers grants of up to \$1,000 to a minimum of seven successful applicants to assist them in covering the insurance costs associated with the operation of the community rink on municipal property.

need the space to work so it's not just in front of the hydrant that must be kept clear, it's also on the approach to the hydrant.

On behalf of the volunteer fire fighters with Station 48 (Beaver Bank - Kinsac) and the community, please respect this area and keep it clear for emergencies.

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DO NOT PARK HERE!



A friendly reminder from your local volunteer fire fighters do NOT park in front of the dry hydrant at Tucker Lake on Beaver Bank Road. This is a critical water access point for Fire Station 48 first responders. A new NO PARKING sign was ordered after someone "removed" the sign. Vehicles will continue to be ticketed/towed if parked in this area.

With the long, hot and dry summer we have had, the risk for forest fires is at extreme risk. There are no fire hydrants in north Beaver Bank, so when there is an emergency and lots of water is needed (wild fire, house fire, forest fire, etc.), this is where we get it. Changing our water supply plan or waiting for people to move can take up valuable time during house or brush fires.

We understand this is also a great spot for fishing and swimming but we ask everyone who uses this area **not to block access to the dry hydrant.** Our fire trucks are quite large and

CIVIC ADDRESS DISPLAY



Live in Beaver Bank and need a civic sign? Come to the Beaver Bank Kinsac Station 48 fire hall on Tuesday evenings between 7 p.m. and 8 p.m. to get a FREE civic sign for your house. If you live outside of Beaver Bank it's a cost of \$20.

This is so important for our first responders and anyone searching for your address. Without proper signs, you risk precious time in the event of an emergency.





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KINSMEN CLUB OF SACKVILLE



Congratulations to the 2025-26 Executive Team for the Kinsmen Club of Sackville.

Thank you all for your service and dedication to our community.

SACKVILLE RIVERS ASSOCIATION DINNER & SILENT AUCTION



REGISTRATION 2025 VOLUNTEER CONFERENCE

2025 VOLUNTEERING CONFERENCE

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The Halifax Regional Municipality is advising residents that registration has opened for the municipality's 2025 Volunteer Conference. This year's conference will take place on Friday, Nov. 21 from 8 a.m. to 4:30 p.m. at the Delta Hotels by Marriott Dartmouth (240 Brownlow Avenue, Dartmouth).

This will be the municipality's 25th year hosting the Volunteer Conference.

The conference is an opportunity for volunteers to connect, celebrate and learn relevant skills. Delegates representing a variety of organizations and causes will participate in networking activities as well as two training workshops, with sessions such as Basic Financials, Volunteering with the Vulnerable Sector, and Digital Tools & Technology. Participants will also enjoy a keynote speech and a seated meal. This year's keynote speaker is Hope Swinimer, founder of the non-profit Hope for Wildlife.

Early bird registration will be open until Tuesday, Oct. 21. Regular registration will remain open until Monday, Nov. 17. For more information, including a complete schedule, visit our website.



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GLEN SLAUENWHITE TRAIL BRIDGE



The new bridge on the Glen Slauenwhite Trail between Sackawa and Cavendish entrance was completed in September. Thank you to the Friends of First Lake and everyone for your assistance in seeing this project through.

SUPPORT FOR BUSINESSES IMPACTED BY TARIFFS



The Halifax Chamber of Commerce has shared an update on new support available to

businesses impacted by recent U.S. tariff changes.

In response to the U.S. Commerce Department expanding its list of tariffed steel and aluminum products, the Atlantic Canada Opportunities Agency (ACOA) has launched the Regional Tariff Response Initiative (RTRI), which helps Atlantic Canadian businesses adapt to shifting trade conditions, diversify markets, strengthen supply chains, and improve productivity. Applications are now open.

Businesses can also access the <u>Tariff and</u> <u>Customs Advisory Program</u>, delivered by the Nova Scotia Association of CBDCs, which provides up to 12 hours of consulting support from customs brokers to help navigate tariffs, compliance requirements, and supply chain adjustments.

Businesses can learn more by contacting ACOA's Business Information Services at bissie@acoa-apeca.gc.ca, call 1-888-576-4444, or register online.

HANWELL DRIVE STRUCTURE FIRE







I was devastated by the terrible structure fire on Hanwell Drive. Thankfully there were no injuries to residents or firefighters. My heart is with the 64 families that will need a roof over their heads and support as they deal with the loss of their belongings. If you are a resident of 119 Hanwell Drive and need assistance, please contact the Red Cross immediately for support. Thank you to the Springfield Recreation Center, 266 Lakeview Avenue, Middle Sackville for providing a comfort centre and support to the displaced residents.

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SHARED MICROMOBILITY PILOT PROGRAM – PHASE 2



Phase 2 of the Shared Micromobility Pilot launched on Sept. 3. The service boundary grows and e-scooters increase from 300 to 600.

With more riders and students back to school, ride safe: follow speed limits, don't ride on sidewalks and park in designated zones.

In 2023, Regional Council directed staff to develop a two-year shared micromobility pilot project to license a limited number of business(es) to operate short-term e-scooter and bicycle rental services in Halifax region. The pilot supports a number of municipal goals including Action 88 of the Integrated MobilityPlan (IMP), and Action 8 of Section 5.2.3 of HalifACT, to decarbonize transportation.

In 2023, Council approved <u>By-law M-300</u>, the <u>Micromobility By-law</u>, which sets rules for escooters and micromobility operation.

HALIFAX'S INCLUSIVE ECONOMIC STRATEGY UPDATE



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Regional Council has received an update on *People, Planet, Prosperity: Halifax's Inclusive Economic Strategy*, which guides economic growth in the municipality from 2022 to 2027.

The strategy focuses on ensuring all residents can contribute to – and benefit from – Halifax's prosperity. It has three overarching goals:

- Promote and maximize inclusive and sustainable growth
- Attract, retain and develop talent
- Make Halifax a better place to live, work and visit

Highlights from April 2024 to March 2025 include:

- GDP growth of 2.6 per cent, outpacing national and provincial averages
- Progress on the Housing Accelerator Fund, with 39 per cent of the three-year housing target achieved in the first year
- Support for African Nova Scotian and Indigenous economic development initiatives
- Expansion of the Student Transit Pass Pilot Program and adoption of the renewed Accessibility Strategy (2025– 2028)
- Ongoing major projects including the Cogswell District Redevelopment and Windsor Street Exchange redesign

For more information, read the staff report.



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HURRICANE READY



In an emergency like a hurricane, it may take emergency workers some time to get to you. Have an emergency kit ready and be prepared to take care of yourself and your family for at least 72 hrs. That includes your pets! Don't forget items they'll need to stay safe and healthy. Find hurricane preparedness information here.

NEW DATASETS AVAILABLE

The Halifax Regional Municipality has released one new dataset on Open Data, as part of an ongoing commitment to provide public access to data created and managed by the municipality.

The new dataset includes:

Social Value Catering Registry

The addition of these datasets brings the total number of Open Data datasets to 273.

The following datasets have been updated and/or modified:

Polling Districts 2016

The 2016 census population has been added to the dataset

Polling Districts 2020

The 2021 census population has been added to the dataset

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Transit Automated Passenger Counts Archived

Data was previously released but due to the large file size, the archived data has been moved to our Open Data Downloads website.

A wide range of data can be sourced for free through the catalogue, such as transit routes and schedule data, solid waste collection schedules, and area rates. New data releases occur several times throughout the year, with the most recent release on June 18, 2025.

The Open Data initiative was launched in early 2014 to help improve resident engagement and enhance transparency on municipal data. The program was formalized by Regional Council later that year through the adoption of Administrative Order 2014-006-ADM
Respecting Open Data.

For more information on the municipality's Open Data program, and to access all the datasets, visit: Halifax Data, Mapping & Analytics Hub/Open Data.

ANTI-BLACK RACISM GRANTS PROGRAM



The Halifax Regional Municipality is now accepting applications for the second year of the Anti-Black Racism

(ABR) Grants Program.

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Launched in 2024, the program was established to address anti-Black racism through grassroots projects and initiatives.

Applications will be accepted from Monday, Sept. 15 to Friday, Oct. 31 at 11:59 p.m.

Anti-Black racism is a form of discrimination uniquely rooted in the history of Black people, informed by the legacies of enslavement and colonization, and experienced daily across the municipality and the world.

Grants ranging from \$500 to \$10,000 are available to support community-based projects developed and delivered at the local level. Applicants must demonstrate how their project aligns with the municipality's commitment to address anti-Black racism by addressing at least one of the following forms of anti-Black racism:

- racial segregation
- · historic omission
- lack of recognition
- systemic expropriation
- negative portrayal in the media and literature

To learn more about the program, eligibility criteria and how to apply, visit: halifax.ca/ABR-grants.

YOUTH POET LAUREATE PROGRAM



The Halifax Regional Municipality is inviting residents to apply for the Youth Poet Laureate Program.

The program offers young poets (aged 14 to

18) an opportunity to develop their writing skills, receive mentorship and engage with

others on issues that resonate within the municipality.

The Youth Poet Laureate's term will be from January to December 2026. The primary focus of the Youth Poet Laureate is to instill a long-lasting love of the literary arts for residents. Specifically, they will be expected to create new pieces of work, present at select Regional Council meetings and advocate for poetry, language, arts and young writers through various speaking events.

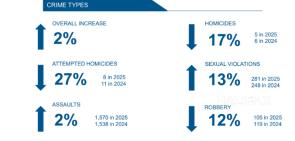
This year, the Laureate will also participate in AfterWords Literary Festival's Youth Mentorship Program and be paired with an experienced writer to support their development.

The Laureate will also receive an honorarium of \$1,000 for their service.

For more information, visit our website.

SEMI-ANNUAL CRIME & TRAFFIC STATISTICS

Crimes Against Persons - HRM



Halifax Regional Police/ RCMP Halifax Regional Detachment

Halifax Regional Police (HRP) and RCMP Halifax District have released their first joint semi-annual report, covering January–June 2025. Key highlights:

 Calls for service across HRM increased 7% compared to the same period in 2024, with proactive policing activity



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(such as foot patrols and traffic stops) seeing notable growth.

- Crimes against persons were up slightly overall, with increases in assaults, sexual violations, and firearm-related incidents.
- Crimes against property rose in HRP areas, particularly shoplifting, while RCMP areas reported fewer shoplifting cases but more fraud and theft under \$5,000.
- Traffic collisions decreased overall, though

HRP and RCMP continue to respond to impaired driving and serious collisions.

PARKS STEWARDSHIP PROGRAM



Regional Council has directed the CAO to develop a Park Stewardship Program.

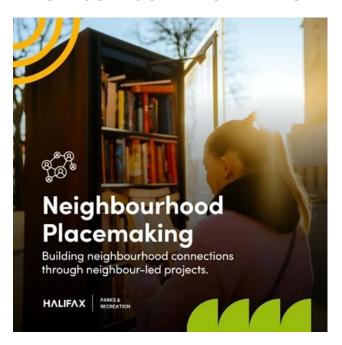
The proposed program will expand opportunities for residents and community groups to take part in the care and enhancement of municipal parks. It builds on existing initiatives such as community gardens and naturalization projects, while adding new components like Adopt-a-Park and more flexible cleanup opportunities.

Halifax has more than 900 parks, ranging from neighbourhood green spaces to wilderness areas. While day-to-day maintenance is performed by municipal staff or contractors, there is strong community interest in contributing to stewardship activities. The Park Stewardship Program will provide a consistent, coordinated framework for this involvement.

The program is expected to launch using existing resources, with future program growth to be assessed and reported back to Council as required.

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NEIGHBOURHOOD PLACEMAKING



Applications are now open for the 2026 Neighbourhood Placemaking program!

Apply to the annual municipal initiative that helps neighbours connect through communityled projects in their neighbourhoods.

Successful applicants will receive training, guidance and funding for their 2026 neighbour-led project.

Learn more and apply by Oct. 30 by clicking here.



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AFFORDABLE HOUSING GRANT



Regional Council has directed the Chief Administrative Officer to allocate \$1.5 million from the Density

Bonus Reserve to fund affordable housing projects in the regional centre.

The program provides project-specific grants to non-profit and charitable housing providers for new construction, conversions, repairs, acquisitions and studies.

The AHGP supports municipal priorities to increase the supply of affordable housing and to improve and maintain existing stock. Since 2021, the program has awarded \$14 million to create or preserve more than 730 units and rooms of affordable housing.

For more information, read the staff report.

STUDENT TRANSIT PASS



Students in grades 7 to 12 at all HRCE and CSAP schools, as well as homeschooled

students across Halifax, can ride Halifax Transit for free during the 2025/26 school year.

Your Student Transit Pass gives you unlimited access to buses and ferries from Sept. 4, 2025, to Sept. 11, 2026.

Learn more at https://brnw.ch/21wVFFB.

IN THE COMMUNITY....



Always great to catch up with my provincial counterpart **Brian Wong**, MLA for Waverley - Fall River - Beaver Bank

Collaboration is the key and Brian and I are committed to working together on projects that improve our growing community here in Beaver Bank.



I had the chance to tour the new site currently under construction for Chisholm Services for Children with Executive Director Wade Johnson. Located on First Lake Drive in Lower Sackville, two new homes for eight children with an on-site support network are coming together with a target completion date of July 2026.



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On Sept. 11, I River -Beaver Bank.

stopped by the 4th annual community BBQ hosted by MLA Brian Wong -Waverley - Fall



Some great conversations were held at Mayor Fillmore's Town Hall in Lower Sackville on Sept. 15 with me and Councilor John Young. Residents from Greater Sackville, Beaver Bank and Fall River came out and shared in

respectful dialogue with local elected officials. Thank you Mayor Andy Fillmore for coming to Lower Sackville and listening to the issues that are important to our community.





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With the assistance of staff, the people who were living rough along the Sackville Greenway Trail have been accommodated at temporary provincial shelters. The area has been cleared and rehabilitated to its original state.



I was pleased to help out volunteers Jayson Baxter and Dave Peverill along with staff to clean up William Henry Little Park on Old Sackville Road. Thank you to everyone who assisted.



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I had a great time with fellow colleagues, HRP and residents at the Deputy Mayor's Dartmouth Community Bike Ride! Thanks to Councillors Nancy Hartling and Becky Kent for chef duty at the BBQ!

DAYLIGHT SAVING ENDS NOV. 2





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PROVINCIAL AND FEDERAL REPRESENTATIVES

Not sure what level of government does what? See the chart below to help determine which level you need to contact for assistance.



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

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Phone: 902-576-3411

E-mail: <u>brianwongmla@gmail.com</u>

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



Braedon Clarke Sackville-Bedford-Preston

Suite 201 2900 Hwy 2 Fall River

Email: info@parl.gc.ca

Toll-free (Canada): 1-866-599-4999

Telephone: 613-992-4793

TTY: 613-995-2266

HALIFAX WATER



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 here.

October 2025

HALIFAX



LOWER SACKVILLE - BEAVER BANK

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, <u>Halifax Water</u> must conduct business in accordance with the Halifax Water Regulations as approved by the <u>Nova Scotia Utility and Review</u> Board – now the <u>Nova Scotia Energy and</u> Regulatory Boards Tribunal. 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 Halifax Water or the Nova Scotia Utility and Review Board) who manages regulation-based customer issues.

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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:



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

