

EAST HANTS WATER UTILITY - WATER RATE REVIEW 2025/2026

COMMON QUESTIONS AND ANSWERS

Q) Why is a rate review taking place?

A) It has been 8 years since the last rate review in 2017. The last rate increase was on April 1, 2029. Due to ongoing inflationary pressures and increased operating costs, the utility has been operating in a deficit position the past two years and is projected to continue to do so into the future. It would not be prudent to continue operating in a deficit position into the foreseeable future as this is not sustainable for the utility. Also, the Nova Scotia Regulatory and Appeals Board (NSRAB) does not allow the utility to operate in a deficit position in the long term.

Q) Who decides on the rate increase?

A) The water utility submits an application to the NSRAB who will make the final decision on rates, based on the information provided.

Q) When will rate increases take effect?

A) It is anticipated that rate increases will take effect April 1, 2026 and will be reflected on the July 2026 water bill. It is also projected that there will be two more rate changes taking effect in April 2027 and April 2028 respectively.

Q) If approved, what are the projected rates in comparison to the current rates?

A) Currently the water rate is \$2.71 per cubic meter. The projected rates are as follows:



- \$3.39 per cubic meter effective April 1, 2026
- \$3.74 per cubic meter effective April 1, 2027
- \$3.76 per cubic meter effective April 1, 2028

Q) How much will bills potentially increase?

A) For the average household customer, the projected rate increase is expected to impact quarterly bills as follows:

- Increase from \$144.67 to \$169.49 (17.2% increase) for 2026/27, then
- increase to \$182.07 (7.4% increase) in 2027/28 and
- increase to \$182.74 (0.4% increase) in 2028/29

Q) Will there be any relief like the MTAP program?

A) No, the water utility does not offer any sort of relief program that is similar to MTAP.

Q) Will bulk water rates increase?

A) Yes, bulk water rates are currently \$3.07 per cubic meter/\$13.95 per 1,000 imperial gallons. The projected rates are as follows:

- 2026-27: \$7.92 per cubic meter/\$35.93 per 1,000 imperial gallons
- 2027-28: \$7.71 per cubic meter/\$34.98 per 1,000 imperial gallons
- 2028-29: \$7.87 per cubic meter/\$35.72 per 1,000 imperial gallons



Q) Will you be providing more time to pay instead of 20 days?

A) No, however, our Collection Officer is always available to help create payment arrangements and payment plans if you need additional time to pay your bill. Please contact Mary George at mgeorge@easthants.ca or 902-883-4313

Q) When will the decision be made for the rate increase?

A) A public hearing on the rate review application will take place in East Hants Council Chambers on Wednesday February 18th starting at 10:30 AM. The NSRAB will make a decision at some point thereafter.

Q) Can I attend the public hearing?

A) Yes, this session is open to the public. If you wish to speak, you must notify the Nova Scotia Regulatory and Appeals Board by December 23, 2025.

Q) Where can I get more information on the rate review and potential rate increases.

A) Details are available on both the East Hants website and Nova Scotia Regulatory and Appeals Board website:

East Hants: <https://www.easthants.ca/water-rate-review/>

NSRAB: <https://uarb.novascotia.ca/fmi/webd/UARB15> (enter Matter M12543)

For any additional questions, please contact:

Phone: 902-883-2299/1-866-758-2299

E-mail: waterbilling@easthants.ca

