

Cowichan Bay Waterworks District

Cowichan Bay Waterworks District is committed to providing our community with high quality drinking water that is safe, cost effective and sustainable, including provisions for fire protection, now and in the future.



Spring Newsletter April 2026



Office Hours

Open: 9:00 am to 4:00 pm, Tuesday - Thursday
After Hours Emergency Number: (250) 710-8207
Website: www.cowichanbaywater.com

Contact Us

Office Location: 1760 Pavenham Road
Office Telephone: (250) 748-1687
Office Email: info@cowichanbaywater.com

District Administrator's Message By Nicole Ponte

Welcome to Spring! From the Administrative Staff

As we advance into Spring, I wish to update you on some important items and upcoming dates:

2026 Water Tolls

Bylaw No. 389 was adopted with a revision to the 'Water Tax in Lieu' rate. Please refer to the back side of this newsletter to see that updated rate.

Court of Revision

The Court of Revision will be held on April 30, 2026. Your 2026 Assessment Notice was mailed out on March 27th. If you have not received your assessment by the end of the first week of April, please contact the office.

2026 CBWD Annual General Meeting

The Annual General Meeting will be held on the evening of Monday, May 4th. A notice with additional details will be issued closer to the date.

The CBWD relies on community engagement to ensure our water system remains safe, sustainable and well-managed. The AGM is a great opportunity to stay informed on our operations, review our progress, and ask questions directly to the Board.

Call for Trustees – Join our Board

We are currently seeking dedicated community members to fill two (2) upcoming Trustee vacancies. If you are interested in helping shape the future of our water district, we want to hear from you.

Please contact the office if you have questions about the role. Our current Trustees would be happy to discuss what's involved.

IS YOUR METER BOX CLEAR?

Water meters are to be kept accessible at all times for Meter Reading and Maintenance.

After notice is given to a homeowner and no action is taken there will be a charge for our Water Operators to remove the obstacle.

NO ITEMS ALLOWED ON WATER METERS

Water Restrictions

We wish to thank the community for their ongoing efforts with water restrictions. Our annual water consumption data improved considerably with your cooperation.

At this time of year, property and home maintenance is a priority to many. Effective immediately and up until May 31st, the CBWD will be permitting washing of driveways, houses, sidewalks, etc., despite remaining in Stage 3 restrictions otherwise. We kindly ask that your water usage be as conservative as possible in completing these tasks.

Conversion Update

As shared in our last newsletter, the Cowichan Valley Regional District (CVRD) has hired a consultant to conduct a Feasibility Study. This study will provide a comprehensive overview of our waterworks system as the CVRD evaluates a potential acquisition.

What's Next? The CBWD is currently collaborating with the CVRD's consultant to provide data and insight regarding our waterworks system.

We will continue to provide updates and share information in our newsletters to keep our community informed of the process.

2026 Water Toll Rates

The Water Toll Bylaw is in place for 2026. The base rate has been increased to \$116 per quarter which will include the first 49.99 m³ (previously the base rate included up to the first 15 m³). The remaining four tiers have been increased to reflect the higher day to day cost of operating our water system.

Tier	Details	Cost	Water Tax in Lieu
	Quarterly Base Rate* <i>*includes up to the first 49.99 m³ of water consumption</i>	\$116 per connection and/or unit	\$212.25 per connection and/or unit
Tier 1	50 m ³ to 74.99 m ³	\$1.10/m ³	\$1.10/m ³
Tier 2	75 m ³ to 99.99 m ³	\$2.40/m ³	\$2.40/m ³
Tier 3	100 m ³ to 149.99 m ³	\$3.65/m ³	\$3.65/m ³
Tier 4	150 m ³ and over	\$4.85/m ³	\$4.85/m ³

Water Meters & Consumption

Residents are encouraged to monitor their water usage as printed on their invoice to ensure there are no leaks. If a leak is suspected, remove the lid from the green water meter box and note the number. Replace your meter lid, and in a few days, re-check the meter. The average daily use should be +/- 1 m³ to 3 m³. Water consumption above this average may indicate a water leak that requires further investigation.

Water Consumption During Power Loss Events



Please be mindful that during this time of year, there are increased weather-related power outages. During a loss of power in our community, water storage capacity may decrease, which could potentially cause water service interruptions and/or lower water pressure. Please be mindful about your water consumption during these events.

Recent Maintenance & System Upgrades

A summary on some improvements and maintenance items that have recently been completed:

- ✓ Flow Meter Replacements at Valleyview
- ✓ Ordano Reservoir Cleaning & Minor Leak Repair
- ✓ Pavenham Reservoir Level Sensor Installation
- ✓ Security Upgrades – alarm monitoring installed at all sites including reservoir cameras and hatch sensor alarms

Website & Alerts Reminder

If you haven't already, please sign up for **Alerts** at www.cowichanbaywater.com.

This is the best way to stay up to date on relevant community notices, such as water advisories due to local systems maintenance and repairs.

Our website also contains relevant documents such as copies of our newsletter, meeting minutes, bylaws and AGM details.

E-Mail Billing Option for Water Toll Bills

If you would like to receive your water toll bill by email, please send us an email with your full name, phone number and address to:
info@cowichanbaywater.com

Paying Your Bills Through Online Banking

When setting up your online bill payment through your bank, be sure to choose the **Cowichan Bay Waterworks District** as your payee.

Water toll bills are issued in January, April, July and October of each year (see below).

Important Dates 2026

April 2026	May 2026 - AGM	July 2026	October 2026
The Court of Revision will be held on April 30, 2026, from 5:00pm to 6:00pm. Further details are available on the CBWD website.	The 2026 Annual General Meeting will take place on Monday, May 4, 2026. Additional details will be available closer to the date.	Quarterly Billing – invoices should arrive within the 1 st to 2 nd week of the month. Parcel Tax invoices are issued this month.	Quarterly Billing – invoices should arrive within the 1 st to 2 nd week of the month.