

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.



Winter Newsletter January 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

As we settle into the new year, I want to take a moment to update you on the latest developments at the Cowichan Bay Waterworks District (CBWD). Our primary goal remains the same: ensuring that you have access to clean, safe, and reliable water. To maintain this level of service, we have some updates regarding our operations.

2026 Water Tolls

Effective January 1, 2026, the water tolls have been adjusted to a new base rate of \$116 per quarter.

We know that rate increases are never easy news. To help balance this, we've significantly increased the amount of water included in that base price. Last year, 15 m³ was included in the base rate, but now you'll have up to 49.99 m³ included. For water use that goes beyond the base amount, we have established four new consumption tiers with updated rates.

Managing Our Operating Costs

To keep our water flowing reliably, we must keep pace with the rising costs of electricity, supplies, and system maintenance. We've felt the impact of inflation on our operating budget, and this adjustment is essential to ensure we have the resources to manage daily operations and stay on top of repairs. We want to make sure the system continues to operate exactly as it should for every home and business.

Parcel Tax Update

Please note that the parcel tax for the upcoming year has not yet been determined. We are currently finalizing those details and will publish the updated parcel tax information in our next newsletter.

We truly appreciate your understanding as we work together to look after our local water for everyone.

Happy New Year! From the Administrative Staff

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

! Conversion Update !

We would like to share an update regarding the future management of our water system. Following our request in August 2025 for the Cowichan Valley Regional District (CVRD) to consider assuming ownership and operational responsibility of the CBWD, the project has moved into the evaluation phase.

On November 5, 2025, the CVRD Electoral Services Committee approved a resolution to recommend that the CVRD Regional Board move forward with a Feasibility Study. Shortly thereafter, the Regional Board officially approved that recommendation.

This study will allow the CVRD to assess the current condition of our infrastructure, evaluate long-term financial impacts and ensure that a potential transfer is sustainable and beneficial.

What's Next? The CBWD is currently awaiting contact from the consultant engaged by the CVRD to begin the assessment. As this process unfolds, we will continue to provide timely updates and important information in our newsletters to ensure everyone stays informed.

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	\$180 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.

Parcel Tax

Your Parcel Tax Assessment Notice, advising of the Court of Revision date and time are expected to be mailed in March 2026, once the date and time has been set.

Court of Revision

The purpose of the Court of Revision is to provide an opportunity for ratepayers to request a review of their category on the Assessment roll.

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.

Email Water Bills

If you would like to receive your water 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 **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

January 2026	April 2026	July 2026	October 2026
Quarterly Billing – invoices should arrive within the 1 st to 2 nd week of the month.	Quarterly Billing – invoices should arrive within the 1 st to 2 nd week of the month.	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.