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.

Fall Newsletter
October 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

With Fall in full swing, here is your quarterly update on current local projects, and relevant CBWD news.

Conversion Update

As part of our commitment to keep the community informed, here is the latest update on the Conversion, which is a process being explored for potential acquisition of our water system by the Cowichan Valley Regional District (CVRD).

In August, representatives from the CVRD and Koers Engineering completed a detailed site visit of our system's infrastructure and assets. Our staff were on hand to answer questions and provide a firsthand look at our waterworks operations, giving the engineering team the operational data needed to finalize their report.

What's Next?

Once complete, the feasibility report will go to the CVRD Board for a decision with respect to moving forward with the conversion process. As 2026 is an election year and a new board will be incoming, we do not expect the report to go before the CVRD Board until next year. As a result, the project is entering a quiet phase while we await further updates from the CVRD.

Landowner Decision & Input Process

Ultimately, our landowners are the decision-makers on whether a conversion occurs.

The process moving forward will include both a community town hall and an opportunity where landowners can cast their vote or provide formal input on the decision relating to conversion.

We invite you to continue sharing your questions or feedback with the District office as this process unfolds.

Welcome to Fall!
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

Cowichan Bay Road Watermain Project

The watermain replacement project is underway on Cowichan Bay Road between Wessex Rd. and Wilmot Rd.

Standard work hours are Monday to Friday between 7AM to 5PM (work may also occur on Saturdays when required).

A reminder on key advisories:

- **Street Parking:** On-street parking will be limited and temporarily restricted near active work zones. Please watch for signage and use off-street or alternate parking.
- **Traffic & Business Deliveries:** Single-lane alternating traffic is in effect. Business owners are urged to coordinate heavy freight deliveries outside active work hours as curb access shifts daily.
- **Water Service Interruptions:** As the watermain replacement moves forward, crews will begin connecting the new watermain to the existing system. These system tie-ins are necessary and will require localized water service interruptions. Notices will be hand-delivered to residents and commercial users in advance of water shut-off, and alerts will be issued via the CBWD web alert system.

Thank you for your continued patience as we work to improve the reliability and safety of our community water.

Holiday Office Hours

Please be aware that the Cowichan Bay Waterworks District Office will close for the holiday season on Thursday, December 17th, 2026, and re-open on Tuesday, January 5th, 2027.

Continued Stage 3 Water Restrictions

As we head into the fall and winter, the CBWD is advising that Stage 3 water restrictions will remain in place. This is the second consecutive year we have maintained these measures to ensure compliance with our provincial water licensing limits.

We sincerely appreciate the community's cooperation and effort over the past year. Your adherence to Stage 3 measures successfully reduced our total water production, bringing us just within reach of our permitted annual licensing allocation.

The CBWD continues to actively advocate for our community's water licensing needs with the Province. While we fully recognize the importance of the Koksilah Watershed and support ongoing sustainability efforts, we are committed to finding a balance that honors long-term environmental stewardship while meeting the essential water needs of our community.

A Note on Winter Signage: As winter weather approaches, we will be taking down water restriction signage to prevent weather damage. Please note that the removal of physical signage does not mean restrictions have lifted. Stage 3 water restrictions remain in effect until further notice.

Thank you for your continued cooperation and responsible water use.

2026 Water Toll Rates

Tier	Details	Cost	Water Tax in Lieu
	Quarterly Base Rate* **includes up to the first 49.99 m^3 of water consumption*	$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 m^3 to 3 m^3. Water consumption above this average may indicate a water leak that requires further investigation.

Recent Maintenance & System Upgrades

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

- ✓ Replacement of failing chlorine dosing tank and spill containment barrier at Valleyview Pump House.
- ✓ Glen Road watermain leak repair.
- ✓ Security update to our VTScada system to protect the platform from unauthorized access and safeguard water utility operations.

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.