

Cowichan Bay Waterworks District

2021 Annual Report



I. Executive Summary

Year in Review:

2021 was a year of change for Cowichan Bay Waterworks District. The Trustees hired a new District Administrator. The Team has subsequently been establishing modernized practices, processes, policies and procedures, reviewing existing bylaws, putting the financial records in order, and generally organizing the operation.

As well, upgrades were made to the automated monitoring system¹, along with a new chlorine analyzer. This provides real time readings and immediate alerts should any issues arise with the wells, the pumps, the reservoirs, water lines, or the chlorination system. Additionally, weekly water testing and manual chlorine residual rates are taken to ensure that the water remains safe to drink as it flows throughout the system.

A major accomplishment of 2021 was the commissioning of a Master Plan for the Waterworks System. The Draft Plan identifies and prioritizes asset management in order to prioritize replacement, which in turn guides work plans and setting budgets.

Key policy work was adoption of a Complaints Policy and implementation of that policy in order to address a specific issue of unreasonable conduct, harassing, hateful comments and accusations, inappropriate requests for personnel information and requests for confidential legal advice. The District is awaiting a review of its response to a wide variety of allegations from the Office of the Information and Privacy Commissioner.

Looking Ahead

2022 will be an exciting year, with the search for a new water operator contractor following up on implementation of the Master Plan. Additionally, with the completion of the Ordano Booster Pump Station, development applications such as subdivision applications and new water connections can now proceed.



¹ SCADA – supervisory control and data acquisition - gathers and analyzes real time data on the water operations system enabling active and accurate response to changes in condition, predictive analysis and additional security

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III. Who We Are

Cowichan Bay Waterworks District [CBWD] is governed by a five member Board of Trustees; elected by residents and ratepayers within the CBWD boundary as per the terms of the CBWD *Letters Patent*.

Trustees

Lew Penney, Chairperson
Judi Baker
Pete Edgar
Wendy Gregg
Calvin Slade

Cowichan Bay Waterworks District is served by four part time staff, who work in the Office Tuesdays, Wednesdays and Thursdays:

2021 Staff

Heather Plumb – Billing Clerk
Rob Knechtle, Quarterly Meter Reader
Caroline Stillinger:
District Administrator – Jan to Oct and
Finance Officer – Nov to Dec.
Cheryl Wirsz – District Administrator,
[October to December]

2022 STAFF

CHERYL WIRSZ, RPP, MCIP, RI, DISTRICT ADMINISTRATOR
DIANE ZURESKI CPA, CA, FINANCE OFFICER
ROB KNECHTLE, METER READER
HEATHER PLUMB – FINANCE OFFICER

Cowichan Bay Waterworks District operates with the support of several contracted services [engineering, water operations, landscaping/fire hydrant maintenance, computer services, including the automated monitoring system, and annual audit services].

Cowichan Bay Waterworks District serves a population of approximately 3000 residents. The water system has approximately 1100 connections for residential and commercial use.



Old Wooden Stave, Ordano Road

IV. What We Do

The responsibility of the Cowichan Bay Waterworks District, first and foremost, is the provision of safe and potable community water. Secondary goals are efficient administration and operations, fiscal responsibility, fairness, transparency, and consistency.

The water system is a gravity fed system, with the main source of water coming from the two wells at Valleyview, feeding Telegraph Reservoir [the highest point of the system]. The water then fills the Ordano Reservoir and the Pavenham Road Reservoir, with two pressure reducing valves at the 74 m elevation level.

The water from the wells at Valleyview is of high quality and treated with minor amounts of sodium hypochlorite to ensure a safe drinking water supply for residents.

Water from the Pavenham Road backup well is treated with minor amounts of sodium hypochlorite, along with the use of a greensand filter to ensure the water is safe to drink.

Water Testing

Water testing is conducted weekly at various locations around the system. In addition, Cowichan Bay Waterworks District conducts and full spectrum comprehensive water testing and semi-annual inspections with representatives from Island Health.

The purpose of these tests and inspections is to ensure water safety for residents. The testing is paid for by a grant from the BC Centre for Disease Control and the results are available on the Island Health website:

<https://www.islandhealth.ca/learn-about-health/drinking-water/drinking-water-monitoring-complaints>.



V. When

Water Toll Due Dates	Parcel Tax Due Date
February, May, August and November each year	July each year

Cowichan Bay Waterworks District has two main sources of income with the first being the *Annual Parcel Tax*, due annually on the first working day of July. The second main source of income is what is commonly known as the *Water Tolls*. Each water connection is on a meter, which monitors water consumption and is read on a quarterly basis. Billing follows each quarterly meter read and is based upon a flat rate + consumption. CBWD operates on a five tier consumption system to encourage water conservation, especially during the summer when residents face drought conditions.

The Trustees meet monthly on the third Monday of each month at the Office, located at 1760 Pavenham Road.

The Trustees are required to hold an Annual General Meeting once per year in order to present the annual financial statements. This meeting is generally held in the spring; however COVID did impact this schedule in previous years.

VI. Where

Cowichan Bay Waterworks District is located within Electoral Area D – Cowichan Bay of the Cowichan Valley Regional District on southern Vancouver Island. A boundary map is available in Appendix A and on the website: www.cowichanbaywater.com. Waterworks infrastructure includes the following facilities/sites:

- 20 km of watermains
- 3 wells currently in use [Valleyview Wells and Pavenham Road Well]
- 3 wells not used [George Road Well, Vee Road Standpipe, and Kidd Well]
- 3 reservoirs [Pavenham Road, Telegraph Road, Ordano Road]
- 2 treatment stations [Valleyview and Pavenham]
- 2 Pressure Reducing Valves [Cowichan Bay Rd and Wilmot Rd]
- 2 Pressure Zones [above and below the 74 m elevation line]
- 1 booster pump [Ordano Road]
- 80 fire hydrants



VII. Why

Our Values

At Cowichan Bay Waterworks District, our commitment is to provide the community with safe water and superior service.

Our Mission

At Cowichan Bay Waterworks District, we are committed to providing safe, high quality water services to our community, while maintaining a standard of excellence in customer service and environmental conservation.

Legislation

Cowichan Bay Waterworks District is governed by two main pieces of legislation; its Letters Patent and applicable sections of the *Local Government Act*. Other applicable provincial statutes outline the powers that can be exercised by the board of trustees [*Drinking Water Protection Act*, the *Community Charter*, the *Health Act*, the *Highways Act*]. Powers include the ability to enact and enforce its regulations, to assess and collect taxes, to acquire, hold and dispose of lands, to borrow money and to expropriate lands required to carry out its functions. Although improvement districts are independent public corporations, they are also subject to review by the Ministry of Municipal Affairs. Some bylaws passed by the board of trustees must be sent to the Ministry for oversight approval. In addition, each year the improvement district's audited financial statements and the minutes of its annual general meeting are reviewed and filed with the Ministry.



Water Conservation

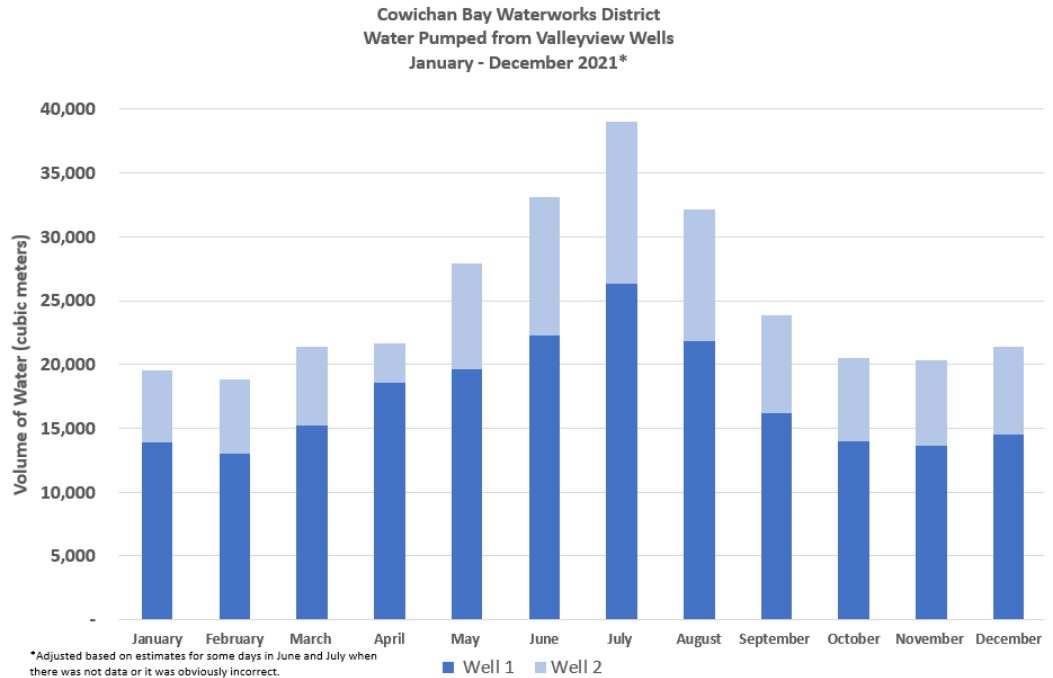
Cowichan Bay Waterworks District participates in the *Regional Roundtable on Water Conservation*. The round table creates regional water use restrictions to ensure consistency across the Cowichan Valley Regional District. In addition, Cowichan Bay Waterworks District encourages water conservation through a variety of recommended household practices, such as low flow faucets and showerheads, the use of rain barrels, drought resistant landscaping and recommended household/yard maintenance, such as annual inspections of irrigation systems.



VIII. Facts and Figures

Water Production

Cowichan Bay Waterworks District produces approximately 600 m³ of water per day in the winter, approximately 1200 m³ of water per day in the spring/fall seasons and approximately 1500 m³ of water per day in the summer [slightly over 400 000 m³/year].



Water Consumption

Cowichan Bay Waterworks District [CBWD] consumes approximately 300 000 m³ of water on an annual basis. CBWD will be initiating a leak monitoring program to match production to consumption, factoring in leak adjustments, water main flushing, water for fire practice, the sewer plant, fire fighting, etc. Further work will be done on ensuring that all users are metered in order to better track water usage and collect revenue.

IX. Appendix 1 – Map of the Cowichan Bay Waterworks District



X. Appendix 2 - Financial Statements

The complete 2021 Annual Audit, an MNP audit of the consolidated financial statements of the Cowichan Bay Waterworks District, is also available as a separate document and is on the website – www.cowichanbaywater.com.

(attached hereto)