

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 2023

Office Hours

OPEN: 9 am to 4 pm, Tuesday - Thursday
After Hours Emergency Number: 250 252 4937
Website: www.cowichanbaywater.com

Contact Us:

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Office Telephone: 250 748 1687
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Trustee's Message By Judi Baker

As we start new year I feel it is timely to thank our office team for navigating the many challenges they faced during the past months to ensure the safe and reliable delivery of our water supply. Demands on the system continue to grow and we are confident that the team is ready and able to face these challenges.

The booster pump on Ordano Road has been completed paving the way for the subdivision at Cowichan Bay Estates. Construction has commenced on a few of the lots and we look forward to welcoming new neighbours to our community.

Work on implementing recommendations contained in the Master Plan continues, and we are actively pursuing the viability of a new well. Costs for maintaining an aging system have increased significantly and are reflected in the 2023 Tolls and Taxes to ensure that we can continue to provide high quality water to the community.

We do have some control over our consumption and now might be a good time to look at ways to conserve water and reduce our costs. A win/win for all. There are some good tips for conservation in this newsletter and we encourage you to see if you can implement any of the recommendations.

Spring is around the corner, and I so look forward to the longer days, sunshine and new growth. Happy spring.

The timing for the [Annual Flushing Program](#) has changed due to continued drought conditions. The program is expected to begin shortly. Stand by for **Alerts!**

District Administrator's Message by Cheryl Wirsz

Happy New Year! I hope this finds you well rested after the holiday festivities. There is much to report:

Water Tolls and Taxes have gone up for 2023. The reasons for this are to [1] ensure adequate funding to implement the recommendations from the Master Plan [available for review on the website], [2] encourage conservation, [3] reduce water use to national averages, (4) delay or eliminate the need for a fourth well, and [5] cover the cost of inflation.

We have implemented a new Water Toll model that charges based upon consumption. The previous model was based upon category of user, *i.e.* residential, commercial and multi-family. Users will now pay the same rate in order to reflect the cost of production - a cubic meter of water costs the same to produce and deliver, no matter the user or the use.

The annual Court of Revision will occur in February. 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. Cowichan Bay Waterworks has two basic taxation categories [residential and commercial]. Your Assessment Notice, advising of the Court of Revision date and time will be mailed once the date and time is set.

Parcel taxes will also increase to provide for funds to implement the recommendations from the [Master Plan](#). The priorities are summarized for review on the 2022-2024 Action Plan Summary, available on the website under Documents and Reports.

Part 17 of the *Local Government Act* sets out how Improvement Districts function. Water tolls are collected to cover day-to-day operations and parcel taxes are collected to cover major upgrades to the system.

Conservation Tips:

2022 was a less than ideal conservation year as water use increased per capita. As a collective community we must reduce water use, otherwise the District will have no choice but to drill another well. Bottom line – wells are expensive. The District has enough water for average use, even for the new subdivisions, if households maintain average water use, in order to remain sustainable with our current water supply wells.

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| T | <ul style="list-style-type: none"> Maintain your irrigation system [water loss from irrigation systems is the biggest mis-use of water and very expensive for homeowners] |
| I | <ul style="list-style-type: none"> Re-design water dependent gardens and plant drought resistant plants |
| P | <ul style="list-style-type: none"> Let the lawn go brown [it comes back lush and green each Fall] |
| S | <ul style="list-style-type: none"> Install a drip irrigation system to water your veggie garden [it makes a substantial difference and pays for itself]. Be sure to maintain the system as even minor leaks add up. Install low flow faucets and toilets. Toilets are a major water use and a slow drip adds up Shorten your showers, even a few minutes a day will lead to huge savings over the year. |

2023 Key Dates

January	April	May	July	October
<ul style="list-style-type: none"> Watch for your water invoice within the 2nd or 3rd week 	<ul style="list-style-type: none"> Watch for your water invoice in the 2nd week 	<ul style="list-style-type: none"> Watch for your annual parcel tax invoice by mid to late May 	<ul style="list-style-type: none"> Watch for your water invoice in 2nd week 	<ul style="list-style-type: none"> Watch for your water invoice in the 2nd week
\$65 + tier use	\$85 + tier use	\$225 residential \$280 commercial	\$85 + tier use	\$85 + tier use

Metered Water Toll Rates:

Tier	Usage	Price
	Quarterly Rate [includes the first 25m ³]	\$85 per connection and/or unit
1	25.0001 m ³ to 49.99 m ³	\$0.50 / m ³
2	50 m ³ to 74.99 m ³	\$0.75 / m ³
3	75 m ³ to 99.99 m ³	\$1.00 / m ³
4	100 m ³ to 124.99 m ³	\$3.00 / m ³
5	125 m ³ to 149.99 m ³	\$5.00 / m ³
6	150 m ³ to 174.99 m ³	\$7.00 / m ³
7	Over 175 m ³	\$10.00 / m ³

Water Meters: Residents are encouraged to keep an eye on their water meter to ensure you do not have a leak. Remove the lid from the green water meter box and note the number. Replace the meter lid. A few days later, check the meter again. The number should not have increased substantially. Average daily use should be +/- 1/3 m³.

Reminder

Be sure to sign up for **ALERTS!** in order to receive the most up to date information as it happens. And be sure to share any **ALERTS!** with your friends and neighbours know to ensure the word gets out.

Volunteer Opportunities

CBWD is a community owned facility and community volunteers help reduce costs and help alert the community to very important health matters. As such, there are two sets of volunteer opportunities:

- (1) Teams to install emergency event signage in local neighbourhoods.
- (2) Teams to hand deliver emergency event notices door to door in local neighborhoods.

If you are interested in volunteering for one or both of these opportunities, please call the office or email info@cowichanbaywater.com with your name, address, phone number, which Team you would like to volunteer on, and your preferred neighbourhood/block/area.