

# COWICHAN BAY WATERWORKS DISTRICT SPRING NEWSLETTER 2021



*Telegraph Reservoir 195,000 imperial gallons*

## **IMPORTANT PUBLIC OFFICE ACCESS NOTICE – CORONAVIRUS (COVID-19)**

The Cowichan Bay Waterworks District office is open to the Public. In an effort to prevent the spread of the Coronavirus (COVID-19) and protect the Public and Staff's Health and Safety, the office entrance is limited to one person at a time. If more than one person arrives in the lobby entrance, please kindly wait outside the door until you are called to enter. For safer communication, please call the office or email with your inquiry. Stay safe and keep healthy.

## **PARCEL TAX INCREASE**

The District is increasing parcel taxes this year to support the Renewal Reserve Fund, major capital projects and immediate improvement upgrades which will continue to improve reliability and safety of your water supply and ensure sustainable water infrastructure.

The Taxes for the 2021 fiscal year are as follows:

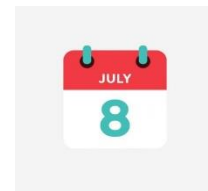
Residential Single Unit	\$136.50	Residential Lot	\$165.32
Commercial Single Unit	\$176.31	Commercial Lot	\$176.31

For those registered owners of property not assessed an annual parcel tax shall be charged the equivalent to the above will be factored into your 2021 water toll billing in March, June, September, and December.

## **PARCEL TAX REMINDER**

Please be advised, the 2021 Parcel Tax invoices will be issued May 2021.

A friendly reminder, in order to avoid the percentage penalty, Taxes are due and payable on or before July 8, 2021.



## **IMPORTANT NOTICE: PAYING YOUR PARCEL TAX**

CBWD and Cowichan Valley Regional District use the same utility invoicing system. To apply your payment correctly, please note the **PAYEE** on your invoice to avoid any inconvenience and to avoid late payment.

## **WATER TOLL RATES 2021**

Please be advised the quarterly residential and commercial water tolls base rates has been increased as of January 1, 2021, in order to meet annual operating costs.

The 2021 water tolls base rates:

Residential minimum quarterly toll base rate is \$63.00.

Commercial minimum quarterly toll base rate is \$73.50.

There is also a (5%) increase to the residential and commercial metered tier rates in 2021.

The residential and commercial tier rates are as listed.

- |                                    |                    |
|------------------------------------|--------------------|
| (a) For the first 100 cubic meters | \$0.42 cubic meter |
| (b) Over 100 to 125 cubic meters   | \$0.96 cubic meter |
| (c) Over 125 to 150 cubic meters   | \$1.19 cubic meter |
| (d) Over 150 cubic meters          | \$1.76 cubic meter |

## PAYING YOUR BILLS

IMPORTANT NOTICE: CBWD encourages online banking payments through your Financial Institution for Water Toll & Parcel Tax invoices, or you may drop the payment off at the office through the secured mail slot in the front door. You can also sign-up for **"e-Billing"** by completing a customer form found on our website.

## ANNUAL GENERAL MEETING

CBWD welcomes you to join the District's 74<sup>th</sup> AGM meeting. The AGM will take place this summer in accordance with adhering to the Provincial Health Regulations during the COVID-19 pandemic. Detailed information will be posted in the Summer Newsletter, the Cowichan Valley Citizen, and on [www.cowichanbaywater.com](http://www.cowichanbaywater.com) website.

Two Trustee positions (3-year term) are expiring. The current Trustees have agreed to continue to hold the position as Board members until the election is held.

Audited Financial Statements 2020 can be found on the website, hard copies are available at the office and at the AGM. CBWD looks forward to your attendance at the 2021 AGM!

## CAPITAL PROJECTS & UPGRADES

The District is in the process of completing a new CBWD Master Water Plan. The project will incorporate the existing asset replacement schedule to ensure long term sustainability for water supply and distribution.

## MAIN WATER SHUT OFF VALVE

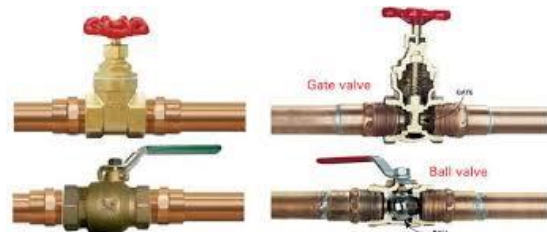
Do you know **where the Main Water Shut Off Valve is located in your house and where the main water shut off is located at your property line** in the event of an emergency?

An emergency water shut off valve is a valve that cuts off the entire water supply to your home.

We have seen an increase of emergency calls to shut the water off at the meter because homeowners cannot find it.

In the event of a leak or a water break on your property, locating your shut off valve can make a difference in saving your home from water damage.

Cowichan Bay Waterworks District after office hours water related emergency 250-748-1687 and select option 3 to leave a detailed message that will be immediately dispatched to CBWD Certified Water Operator.



## COWICHAN BAY ESTATES Vee Road Subdivision:

Cowichan Bay Estates Subdivision 49 new lots located at Vee Road & Wilmot Road will be connected to the District's water supply; in order to meet CBWD design standards for connection to the system, a booster pump station for domestic and fire flow demands is required and is currently in the process.

## SIGN UP FOR EMERGENCY & ROUTINE NOTIFICATIONS – STAY INFORMED

You can sign up for "Alerts" on the website at [www.cowichanbaywater.com](http://www.cowichanbaywater.com). Once an update is posted it will email or text you within minutes.

Contact Phone: please update Office Staff with your current telephone number. Office staff have been unable to contact homeowners for various reasons; such as, a leak detected on the property and a frozen water line which has resulted in an emergency water shut off.

## DISTRICT STAFF

Chairman: Lewis Penney

Trustees:

Calvin Slade

Judi Baker

Wendy Gregg

Peter Edgar

District Administrator: Caroline Stillinger

Assistant Administrator: Lindsay Bysterveld

Billing Clerk: Heather Plumb

Certified Operator: Joe Woolls

Island Flow Control Water Solutions Ltd.

Meter Reader: Rob Knechtle



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Emergency (250) 748-1687 Ext 3