

**COWICHAN BAY WATERWORKS DISTRICT
WINTER NEWSLETTER 2021
(updated February 9, 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.

WATER TOLL RATES 2021

Please be advised the quarterly residential and commercial water tolls base rates shall increase 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 shall also be 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 |

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 who are 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.

ANNUAL GENERAL MEETING

The District was able to successfully hold the 73rd AGM on October 21, 2020. The District's 74th AGM meeting is anticipated to take place this spring in accordance with adhering to the Provincial Health Regulations during the COVID-19 pandemic. Detailed information will be posted in the Spring Newsletter, the Cowichan Valley Citizen, and on www.cowichanbaywater.com website.

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.

CAPITAL PROJECTS & UPGRADES

In 2020, the District upgraded the CL2 Pumps at the Valleyview Well site and replaced the Valleyview Well #1 Pump with a new Variable Frequency Drive Controller and installed a chlorine analyzer. Additional water sampling sites were installed for improved water sampling coverage and locking ladder extensions to the Districts Telegraph & Old Office Reservoir stations. The Capital Works Renewal Reserve Fund disbursements by bylaw for repairs or upgrades recommendations expenditures was \$61,100.00.

BROKEN WATER LINES

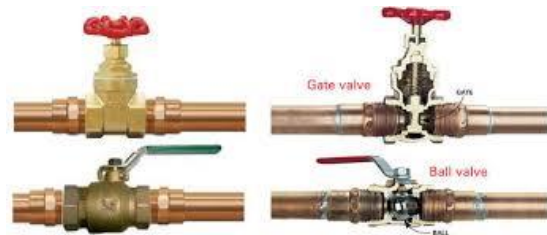
A friendly reminder the freezing winter weather can cause breaking of service lines from the meter to your home. The district is responsible for infrastructure up to and including the meter; property owners are responsible for all connections beyond the meter. An unusually high-water bill, or pooling water where your service line is located could mean you have a leak. If you suspect you have a leak, turn off your main shut-off valve at your home and check if the meter contained within your meter box is turning as this may indicate a possible leak. If you discover a leak of any kind on your side, CBWD recommends you call a plumber and notify the office, as you may qualify for an adjustment to your water bill under the District's "Adjustment for Water Leakage" Policy.

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 Districts 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 in the design process.

SIGN UP FOR EMERGENCY & ROUTINE NOTIFICATIONS – STAY INFORMED

You can sign up for "Alerts" on the website at 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: Shawna Lewis
Billing Clerk: Heather Plumb
Certified Operator: Joe Woolls
Island Flow Control Water Solutions Ltd.
Meter Reader: Rob Knechtle



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