

Cowichan Bay Waterworks District
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Office Hours: Tues-Thurs 9:00-4:00pm

January 2019

ANNUAL FLUSHING

Please sign up for ALERTS on the website at www.cowichanbaywater.com to keep informed when our annual water main flushing will take place.

The District's annual water main flushing is part of CBWD's maintenance program to remove sediment and maintain good water quality. The process may result in cloudy water and/or changes in water pressure. YOUR WATER WILL REMAIN SAFE TO USE; however, once flushing is complete, we recommend you run your outside tap for a minimum of five minutes, or until the water runs clear, flush the tank and the back of toilets, and flush your hot water tank as per manufacturer's instructions.

CBWD accepts no liability for low water pressure, inconvenience or damages caused by water use during its flushing program.

Thank you for your cooperation.

PARCEL TAX INCREASE

Please be advised, the District is increasing parcel taxes this year to support the Renewal Reserve Fund and major capital projects. Taxes for the 2019 fiscal year are as follows:

Residential Single Unit	\$105.00	Residential Lot	\$132.45
Commercial Single Unit	\$142.91	Commercial Lot	\$142.91

For those ratepayers not levied an annual parcel tax, the equivalent to the above will be factored into your 2019 water billing in March, June, September and December.

WATER TOLLS INCREASE

Residential and commercial metered tier rates shall increase effective January 1, 2019. The new rates will be reflected on your April 2019 bill. There are no increases to the base rate for water tolls in 2019. The new single residential tier rates are listed below.

(a) For the first 100 cubic meters		\$0.40 cubic meter
	or	
For the first 3500 cubic feet		\$0.011432 cubic foot
(b) Over 100 to 125 cubic meters		\$0.91 cubic meter
	or	
Over 3500 to 4414 cubic feet		\$0.024848 cubic foot
(c) Over 125 to 150 cubic meters		\$1.13 cubic meter
	or	
Over 4414 to 5297 cubic feet		\$0.032152 cubic foot
(d) Over 150 cubic meters		\$1.68 cubic meter
	or	
Over 5297 cubic feet		\$0.047469 cubic foot

PAYING YOUR BILLS

Online Payments

We currently accept online payments from CIBC, RBC, Scotiabank, BMO, TD Canada Trust, HSBC, and Credit Unions.

Parcel Tax and Water Toll Account Numbers

Please note: When paying online, your parcel tax and water toll account numbers are different. Ensure to use the correct account number for your payment: for Water Tolls use the 11 digit account number beginning with 00 and for Parcel Tax use the 11 digit account number beginning with 765. Avoid any spaces, dashes, or periods.

Customer “eBilling request form”

For convenience, if you would like your invoice sent to you by email, an eBilling request form will need to be filled out. A form can be found on our website or you can visit our office.

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 immediately as you may qualify for an adjustment to your water bill under the District’s “Adjustment for Water Leakage” Policy.

LANDLORDS

If you are renting out your home you may arrange for the renter to pay the bill on your behalf. Please contact the office for a Tenant Authorization Form. If, however, the account falls into arrears, it is your responsibility to keep the water and parcel tax accounts up to date. It is also good to leave us with an emergency phone number to call in case a leak is detected on the property.

STAY INFORMED

The easiest and most efficient way for our customers to stay informed is by signing up for “Alerts” on the website www.cowichanbaywater.com. Once an update is posted it will email or text you within minutes.

ANNUAL GENERAL MEETING (AGM) 2019

Upcoming AGM information will be posted on our website www.cowichanbaywater.com and in our local newspaper.

COMINGS AND GOINGS

We said goodbye to our former District Administrator, Donna Monteith in October. We welcome Caroline Stillinger as the new District Administrator. Caroline comes from Cherry Creek Waterworks District in Port Alberni where she worked for the past eight years; she is excited for this opportunity to meet and work for the residents in beautiful Cowichan Bay.

DISTRICT STAFF

Chairman: Lewis Penney
Trustees: Calvin Slade
Judi Baker
Wendy Gregg
Peter Edgar

District Administrator:
Assistant Administrator:
Billing Clerk:
Systems Operators:
Operator Assistant:

Caroline Stillinger
Debra Soke
Heather Plumb
Island Flow Controls
Ron Ikona