

Cowichan Bay Waterworks District

Committed to providing safe, high quality water services to our community, while maintaining a standard of excellence in customer service and environmental conservation.

Summer Newsletter 2022



Office Hours

OPEN: 9 am to 4 pm, Tuesday to Thursday
After Hours Emergency Number: 250 709 2470
Website: www.cowichanbaywater.com

Contact Us:

Office Location: 1760 Pavenham Road
Office Telephone: 250 748 1687
Office Email: info@cowichanbaywater.com

Trustee's Message Lew Penney, Chairperson

The Trustees are pleased to announce that Maple Facilities Management [MFM] has been awarded the Water Operator contract. Maple Facilities is an industry expert founded on first-hand experience in providing world class water operating and maintenance services to municipal clients throughout Canada. The MFM team has the depth, breadth and local presence to provide oversight and operations services to meet the needs of the Cowichan Bay Waterworks water distribution system.

The onsite operator is Melodie McKnight, a Certified Chemical Engineering Technologist, and licensed Level 4 Professional Operator in water distribution and water treatment, with over 25 years of operations and maintenance experience. If you see Melodie out and about, please be sure to extend a warm welcome to this new member of the Water District team!

The Trustees would like to express their sincere appreciation to the Board and staff of the Cowichan Valley Regional District for graciously providing water operations coverage while the District searched for a new operator. Todd Etherington, Manager of Water Operations, and the entire water operations team at the CVRD took awesome care of the water system on our behalf during this time.

DID YOU KNOW?

In one year, water leaks in your home can waste enough water to fill a backyard swimming pool.



District Administrator's Message by Cheryl Wirsz

Now that the hot summer weather is finally here, I would like to remind everyone that the 2022 Water Use Schedule [see website] is now in effect. Conservation is key, given the impact of climate change, plus it is super important to not overwhelm the water distribution system, keeping maintenance costs in check.

My other *BIG* message is the harsh reality around home maintenance [or lack thereof] on your water bill. This is especially important now that Cowichan Bay Waterworks [CBWD] has implemented a 5-tier water use model to encourage conservation. We sent out some very large water bills last cycle, one over \$800 because of a running toilet. The District Leak Policy does not cover leaks within the home or in the yard beyond the house, nor the hot-tub, swimming pool or garden irrigation lines.

Residential Rates / Quarter	
Volume (m ³)	Cost / m ³
0-100	\$0.50
101-124	\$1.00
125-150	\$2.00
151-175	\$3.00
175+	\$5.00
Commercial Rates / Quarter	
<100 - \$0.50	>100 - \$1.00

Another common question is "Why the parcel tax increase?". The annual parcel tax covers capital expenditures and the quarterly water tolls are meant to cover operational costs. We encourage folks to read the draft Master Plan in order to gain an understanding of the scope of ongoing capital maintenance and repairs that CBWD faces. Stand by for more information as we begin to implement the recommendations in the Master Plan [Current Projects, Trustee Info tab on the website].

Conservation Tips:

- ❖ Install a micro drip irrigation system to use less water.
- ❖ Is your toilet leaking or faucet dripping?
 - If yes, fix it right away.
- ❖ Do you leave the water on when brushing your teeth or doing dishes?
 - If yes, make a conscious decision to stop wasting water.
- ❖ Are you watering your lawn too often?
 - If you're not sure, adjust watering times and assess.
- ❖ Did you really need that much water to accomplish the task?
 - Conserving water reduces wear and tear on water and wastewater treatment facilities.

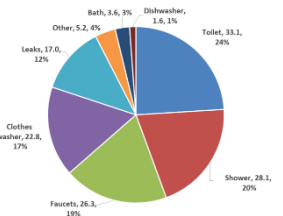


Reminders:

Water Toll Due Dates	Parcel Tax Due Date
February, May, August and November [e-billing or Canada Post]	July each year [e-billing unavailable]

Water Use Statistics:

- Blue – toilet
- Red – shower
- Green – faucets
- Purple – washing machine
- Light blue – leaks
- Orange - other
- Dark blue – bath
- Burgundy - dishwasher



History of Cowichan Bay Waterworks

Cowichan Bay Waterworks District was created by Letters Patent under s.49 of the *Water Act 1939* on August 12, 1946. The Letters Patent has subsequently had 31 boundary amendments, allowing for many new homes to be built. As an Improvement District, regulated under the *Local Government Act*, the CBWD operates akin to a municipality, providing a singular service to residents. The Letters Patent and a map of the Cowichan Bay Waterworks District boundary are available on the website or the Office.

What's New?

- See the Website for the draft *Master Plan* [Trustee Info tab, Current Projects]
- See the Website for the *2021 Annual Report* [Trustee Info tab, Annual General Meeting]
 - Also see the draft *Minutes* from the May 26 AGM
 - Review the 2021 *Financial Statements*
- New emergency number – 250 709 2470

2021 Water Use

Cowichan Bay Waterworks District
Water Pumped from Valleyview Wells
January - December 2021

