

<p align="center">Cowichan Bay Waterworks District</p> <p align="center"><i>Committed to providing safe, high quality water services to our community, while maintaining a standard of excellence in customer service and environmental conservation.</i></p>	<p align="center">Spring Newsletter 2022</p>
<p align="center">Office Hours</p> <p>OPEN: 9 am to 4 pm, Tuesday to Thursday</p> <p>Website: www.cowichanbaywater.com</p> <p>After Hours Emergency Number: 1 888 453 0148</p>	<p align="center">Contact Us:</p> <p>Office Location: 1760 Pavenham Road</p> <p>Office Telephone: 250 748 1687</p> <p>Office Email: info@cowichanbaywater.com</p>
<p align="center">Trustee’s Message by Wendy Gregg</p>	<p align="center">District Administrator’s Message by Cheryl Wirsz</p>
<p>Welcome to Spring in Cowichan Bay! This is my favourite time of the year. Sunshine. Flowers. New green shoots everywhere! Planning for summer holidays and new projects around the yard. I love it! It is also when we hold the Cowichan Bay Waterworks District Annual General Meeting. I know that hearing administrative reports and reading financial statements doesn’t sound like a fun spring activity, but it is important to you and the rest of the community. This is when you learn about the challenges facing our water supply and the plans being made to deal with those challenges. This is when you get answers to your questions about water supply, water quality and water costs. This is when you learn what goes into delivering the water that comes out of your faucet so reliably. This might even be your opportunity to take an active role in water management by joining the CBWD Board of Trustees. (If that is your goal, please bring a Cowichan Bay property owner along to nominate you.) There have been a lot of changes to the water system and our organization in recent months. Cowichan Bay is growing rapidly, creating greater demands than ever on the water system. What are we doing to keep up with the growth and the challenges of climate change? Please join us at the Gym at Bench Elementary School on Thursday, May 26, 2022, at 7 pm.</p>	<p>Many of you who regularly drop in at the office may have noticed new faces. We are pleased to welcome Pam Bendes and Diane Zureski as the new Finance Officers. Both Pam and Diane come to the Cowichan Bay Waterworks District with extensive public sector experience and have been able to hit the ground running.</p> <p>We would also like to update residents on recent changes to water operations. The Cowichan Valley Regional District has graciously offered to provide temporary water operations services whilst Cowichan Bay Waterworks District completes its procurement process for a new water operator contractor.</p> <p>And the answer to our most common question:</p> <p align="center"><i>What is happening at Vee Road?</i></p> <p>The 49 lot subdivision was on hold while the Booster Pump at the Ordano Road Complex was constructed. It is now expected that the Ministry of Transportation should be able to approve the subdivision by the summer, with construction of the new houses beginning a month or two later. We look forward to having 49 new homes as part of our community.</p>
<p align="center">Conservation Tips:</p>	
<p align="center">Updated Water Restrictions Coming Soon</p> <p>Newly revised water restrictions are expected shortly in order to encourage reduced water use during the heat of summer.</p> <ul style="list-style-type: none"> • Watch for the new restrictions on the website and in the local newspaper. 	<p align="center">Swimming Pools / Lawn Maintenance</p> <p>It is recommended to fill your swimming pool earlier in the year to avoid using large amounts of water during the heat of summer. Be sure to obtain a permit first as per s.23, Bylaw 230. Plan your new lawn for early spring or in the Fall.</p>

Ordano Road Booster Pump Update

The booster pump is in operation! Cowichan Bay Waterworks District will now be accepting development applications for lands in Pressure Zone 2, the upper pressure zone above 74 m in elevation. The purpose of the new booster pump is to ensure adequate water flow in the event of an emergency.

The booster pump will provide water quality improvements by improving circulation and reducing stagnation in the Ordano Reservoir at 1700 Ordano Rd. Noise is expected to be minimal with the pump kicking in once a week or during an emergency event.

Reminders:



What to Do During a Power Outage?

Cowichan Bay Waterworks has a battery back up system for the pumps at two of its wells. In the event of a power outage, residents are asked to reduce water usage as much as possible to extend battery power.

Sign up for Alerts on www.cowichanbaywater.com to stay up to date on current events.

What to Do During a Water System Failure?

On occasion, Cowichan Bay Waterworks [CBWD] may have a water leak from a broken pipe or other infrastructure failure. CBWD has an automated monitoring system that notifies the Water Operator, who investigates and initiates repair. Residents generally notice reduced water pressure during these events and are asked to reduce water use during repairs.

Tips and Tricks – Online Payments

We consistently hear that some folks have inadvertently made an online payment to the incorrect organization, such as the CVRD or Province of BC. Be sure to chose **Cowichan Bay Waterworks District** as your payee. You can also nickname your payee to assist in paying the correct organization.

Have you thought about getting your water toll invoice by email? Contact the Office to arrange for this service.

Annual General Meeting

The 2022 Annual General Meeting will be held at 7 pm on Thursday, May 26, 2022 at the Gym at Bench Elementary School [1501 Cowichan Bay Road].

The agenda will include:

- a question and answer session,
- Board report,
- Year End Report
- election of two Trustees [out of five]
- financial reports and annual Audit Report

Home Maintenance Tips

Pressure Reducing Valve [PRV]

Cowichan Bay Waterworks is a gravity fed community water system. As such, all property owners within the Waterworks District should have a *pressure reducing valve* [the first appurtenance after the shut off valve within your home]. The PRV regulates pressure, ensuring any fluctuation in water pressure does not damage the pipes or apparatus within your home. Building codes have evolved over time and if you live in an older home, you may not have a PRV and it is recommended that you have a plumber install one. Most new homes should already have a PRV, as it is a building code requirement. Be sure to double check.

Shut Off Valve

Now may be a good time to have your shut off valve assessed. A shut off valve is a necessity within your home as it allows the water to be shut off during routine repairs or in the event of an emergency.

- Do you have a shut off valve?
If not, ensure one is installed by a plumber. [this may require the Water Operator to shut off service]
- Do you know the location of the shut off valve or where it is in your home?
- Is it easily accessible?
- Can you easily open and close the valve?