

COWICHAN BAY WATERWORKS DISTRICT

WINTER NEWSLETTER 2020



Telegraph Reservoir 195,000 imperial gallons

WATER TOLL RATES 2020

Please be advised the quarterly residential and commercial water tolls base rates shall increase as of January 1, 2020, in order to meet annual operating costs.

The 2020 water tolls base rates:

Residential minimum quarterly toll base rate is \$60.00 (sixty dollars)

Commercial minimum quarterly toll base rate is \$70.00 (seventy dollars)

There are no increases to the residential and commercial metered tier rates in 2020.

The residential and commercial tier rates are as listed.

- | | |
|------------------------------------|-----------------------|
| (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 | \$.032152 cubic foot |
| (d) Over 150 cubic meters | \$1.68 cubic meter |
| | or |
| Over 5297 cubic feet | \$.047469 cubic foot |

PARCEL TAX INCREASE

Please be advised, 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 2020 fiscal year area as follows:

Residential Single Unit	\$130.00	Residential Lot	\$157.45
Commercial Single Unit	\$167.91	Commercial Lot	\$167.91

For those ratepayers not levied an annual parcel tax, the equivalent to the above will be factored into your 2020 water toll billing in March, June, September and December.

ANNUAL GENERAL MEETING

The District AGM meeting will take place this spring. Detailed information will be posted in the Spring Newsletter, the Cowichan Valley Citizen, and on www.cowichanbaywater.com website.

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. A notice will also be posted in the Cowichan Valley Citizen.

COWICHAN BAY RD WATER MAIN REPLACEMENT:

Cowichan Bay Rd - Wessex Road to Botwood Lane Improvements to replace aging infrastructure:

Cowichan Bay Waterworks underground aging infrastructure from the north side of Cowichan Bay Rd from the intersection of Botwood Rd to 1791 Cowichan Bay Rd needs to be upgraded and replaced.

The District engineer completed a feasibility study July 2018 estimating construction costs of \$700,000.00. Funds for this capital project are currently being explored with CBWD's financial institution. Improvements to the water main line replacement within the village core at the waterfront will ensure good water quality and improved fire protection.

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.

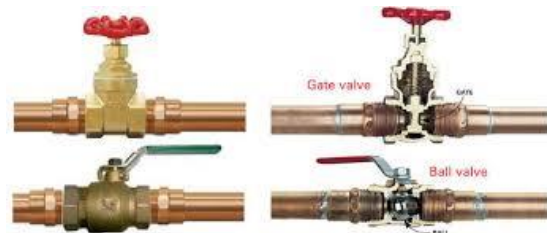
MAIN WATER SHUT OFF VALVE

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 home owners 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.

You can call Cowichan Bay Waterworks District in an emergency 250-748-1687 and select option 3 to connect to the water operator to turn the water supply off at the water meter box; however, there is a fixed charge.



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. 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: Debra Soke
Billing Clerk: Heather Plumb
Certified Operator: Joe Woolls
Island Flow Control Water Solutions Ltd.
Assistant Operator: Ron Ikona