

	<p>Committed to providing safe, high quality water services to our community, while maintaining a standard of excellence in customer service and environmental conservation.</p>	<h2 style="text-align: center;">Cowichan Bay Waterworks District Winter Newsletter 2022</h2>
<p><b>Trustee's Message</b> <b>Low Penney, Chairperson</b></p> <p>I want to tell you about the coming and goings of two of our employees. First, we say goodbye to Heather Plumb. Heather fulfilled 15 years of dedicated service to all the water users of Cowichan Bay Waterworks. Heather, your friendly approach to all will be missed. We wish the very best in your retirement.</p> <p>Now to welcome Cheryl Wirsz RPP, MCIP, RI, as our District Administrator. Cheryl joins us after a 30-year career in local, regional and provincial government. I am confident Cheryl's valuable knowledge will lead us in providing a quality community water service.</p> <p><u>Year in Review – 2021</u></p> <ul style="list-style-type: none"> <li>• The SCADA computerized water production system was upgraded and is in use</li> <li>• An updated Water Distribution Map was produced and is in use</li> </ul> <p><u>Year Ahead - 2022</u></p> <ul style="list-style-type: none"> <li>• Master Plan Implementation</li> <li>• Additional SCADA upgrades</li> <li>• Telegraph Road reservoir upgrades</li> <li>• Office upgrades [heat pump and filing system]</li> <li>• Pavenham well and reservoir evaluation</li> </ul>	<p><b>District Administrator's Message</b> <b>Cheryl Wirsz</b></p> <p>Welcome to my first newsletter as District Administrator. It has been a busy two and half months, learning the ins and outs of office and system procedures, what is working / what can be improved. I have had the opportunity to meet many of our key stakeholders and am working with residents, local developers and engineers to assess process and determine if improvements/streamlining may be in order.</p> <p>The Waterworks District has very good quality water, and like many other local governments across Canada, is faced with aging infrastructure. The Trustees and I are working with our engineering consulting firm on a <u>Master Plan</u> which will be used to guide decisions over the next five to ten years. The draft proposes prioritized capital upgrades and we will begin implementation later in the New Year. Stand by for the finalized copy.</p> <p>Lastly, I cannot close without thanking Heather for her 15 years of service. It is one of those bittersweet moments; Heather is a wealth of information and will be missed more than she will ever know.</p>	<p><b>Office Location</b> – 1760 Pavenham Road  <b>Office Telephone</b> – 250 748 1687  <b>Office Email</b> – <a href="mailto:Info@cowichanbaywater.com">Info@cowichanbaywater.com</a>  <b>Website</b> – <a href="http://www.cowichanbaywater.com">www.cowichanbaywater.com</a></p>
<p><b>Office Hours</b></p> <p><b>OPEN:</b> 9 am ~ 4 pm Tuesday to Thursday</p> <p><b>Emergency:</b> 250 748 1687 [Extension 3]</p> 	<p><b>Conservation Tips:</b></p> <p><u>Rain barrels</u> – in anticipation of yet another hot summer, now may be the time to consider installing a rain barrel to catch the rain and store the water for use in your yard or garden in the heat of summer.</p>	<p><b>Contact Us:</b></p> <p><b>Office Location</b> – 1760 Pavenham Road  <b>Office Telephone</b> – 250 748 1687  <b>Office Email</b> – <a href="mailto:Info@cowichanbaywater.com">Info@cowichanbaywater.com</a>  <b>Website</b> – <a href="http://www.cowichanbaywater.com">www.cowichanbaywater.com</a></p>
<p><b>Out and About:</b></p> <p><b>Ordano Road Reservoir Booster Pump Station Construction Update</b></p> <p>A new pump station is under construction beside the reservoir on Ordano Road. This station is being built for the District by the developer of Cowichan Bay Estates on Vee Road, and will allow the District to make better use of the reservoir for ongoing water needs. Two electric water pumps will cycle the water in the reservoir and keep it fresh, while a large diesel-powered pump will improve the amount of water that can be obtained for fire fighting purposes.</p> <p>Over the last few months the building has been constructed, and contractors are now working to outfit the station with the various pumps, electrical and mechanical works. The District Engineer advises completion dates are fluid, as pandemic and flood-related supply chain issues have seriously disrupted construction project timelines.</p>		<p><b>Conservation Tips:</b></p> <p><u>Maintenance of Irrigation Systems</u> – Be sure to have your irrigation system regularly maintained. A small leak wastes valuable water and can cause an excessive increase in your water bill.</p>

## Reminders:

### AGM

Cowichan Bay Waterworks District is hoping to be back to an annual AGM schedule with plans to hold the AGM in May [stand by as the ever-evolving COVID 19 pandemic and associated Public Health Orders evolve]. Watch for an alert and keep an eye on the website.

### 2022 Budget

Trustees adopted the 2022 Budget at the December Regular Board Meeting.

Budget increases will accommodate the following:

- Cost of living increase
- Supply chain challenges
- Engineering Studies to improve system safety and operations
- Capital upgrades to physical infrastructure
- Increased wages for staff to encourage retention and discourage turnover

### Meter Boxes and Meter Reading

Please ensure that the water meter box for your property is accessible / clear of vegetation. This will allow for any emergency access and most importantly, for safe meter reader access.

### 2022 Water Toll and Parcel Tax Rates

Trustees adopted the Parcel Tax Rate for 2022. Tax notices will go out in May and taxes will be due the first week of July.

Trustees adopted a five-tier water consumption rate to encourage conservation. The 2022 base rates are \$65/year for residential and \$135/year for commercial plus the following usage/toll rates:

Volume [m <sup>3</sup> ]	Cost [m <sup>3</sup> ]
Under 100	\$0.50
100-125	\$1
126-150	\$2
151-175	\$3
Over 175	\$5



### What to Do During a Power Outage?

Power smart

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](http://www.cowichanbaywater.com) to stay up to date on current events.**

### What to Do During a Water System Emergency?

On occasion, the Waterworks District may have a water leak from a broken pipe or other infrastructure failure [the waterline break on Bicks Road was the most recent example]. The District has a computer monitoring system that notifies the Water Operations Contractor, who then investigates and initiates repair. Residents generally notice reduced water pressure during these events and are asked to reduce water use as much as possible until repairs are complete.

### FAQ

- Why does my water smell like chlorine?  
Cowichan Bay Waterworks District treats its water with small amounts of sodium hypochlorite [free chlorine] which is an excellent disinfectant and antimicrobial agent to ensure a safe supply of water.

### Walkerton

The History - Why a safe water supply is paramount.

<https://www.youtube.com/watch?v=nralT4xxxxs>

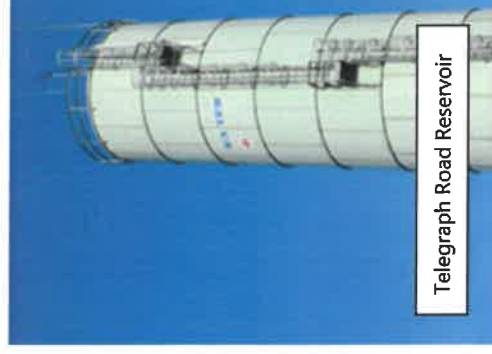
[https://www.youtube.com/watch?v=CG\\_54yOqnZs](https://www.youtube.com/watch?v=CG_54yOqnZs)

[https://en.wikipedia.org/wiki/Walkerton\\_E.\\_coli\\_outbreak](https://en.wikipedia.org/wiki/Walkerton_E._coli_outbreak)

### Tips and Tricks

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.

For budget planning / cash management purposes, water tolls are billed in January, April, July, and October of each year.



Telegraph Road Reservoir

### Today

#### Cowichan Bay Waterworks District

A water supply and distribution system serving an estimated population of 2280 residents and approx 800 connections. The system consists of three active wells, three active reservoirs, 20 km of water mains, two pressure zones, two pressure reducing valves and 80 fire hydrants.

### 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. At that time the Letters Patent read: *The said Improvement District shall be known as the "Cowichan Bay Waterworks District". The objects of the said improvement district shall be the acquisition, maintenance, and operation of works for waterworks purposes and provision of fire protection.* The Letters Patent was amended in 1967 to delete the provision of fire protection, with concurrent creation of Letters Patent for the Cowichan Bay Improvement District / Cowichan Bay Volunteer Fire Rescue.