



Box 58, 875 Deloume Road
Mill Bay, BC, V0R 2P0
Office Hours: 8:00 am to 4:00 pm (Monday through Friday)
Open to Public: Mon, Wed, Fri 12:00 – 4:00 pm

Website: www.millbaywaterworks.ca
General Email: mbwd@shaw.ca
Phone: 250-743-9023
Fax: 250-743-9065

NEWSLETTER – June 2024

MBWD 2024 WATER RESTRICTIONS

Stage 1 Water Restrictions went into effect on May 1st, 2024. This signals the start of our annual water conservation measures. These measures will continue to ramp up throughout the summer months.

Our customers are reminded water use restrictions take effect every summer and it is up to the user to be aware of what conservation level is in place at any particular time. Please watch for the Water Restriction signs in your area.

BOARD OF TRUSTEES

The 2024 Annual General Meeting was held the evening of Tuesday, April 23rd at 7:00 pm. At the meeting, elections were held to fill three (3) trustee positions; (2 for three-year terms, 1 for a one-year term). The current Board of Trustees (post-election) are as follows:

Chairperson: Gary Orton

Trustees: Brooke Adams, Kevin Little, Ron Bronstein, Dan Flynn

MONTHLY BOARD MEETINGS

Monthly board meetings are held at the Mill Bay Community League Hall located at 1001 Shawnigan-Mill Bay Road on the second Tuesday of every month. Meetings commence at 5:00 pm. The public is always welcome. Board Meeting Agendas and approved Board Meeting Minutes are available on our website. Please note, the June board meeting has been moved to Monday, June 24th at 5.00pm.

POSTAL CODE CHANGES

MBWD is in the process of changing the postal codes for all addresses in our Utility and Parcel Tax system. The target date for completion is July 31, 2024. If you receive an invoice with an incorrect postal code after that date, please contact the office.

Please Note: the postal code for the MBWD office **DOES NOT** change. It remains V0R 2P0.

CONTACT INFORMATION

MBWD does not have current contact information for a substantial portion of our customers. If you think we do not have your current information, please either call or email the office at mbwdaccounts@shaw.ca so we can update our records. Why this is important, it allows us to contact our customers quickly in the event your water consumption is recording higher than normal flows after the reading of your meter. Early detection and notification allows the customer to identify the cause of the high water use before it escalates.

GO PAPERLESS?

Register your account through the link found on our website. The online portal allows you to:

- view your invoices;
- opt out of paper invoices;
- choose an email notification when bills are ready for viewing;
- pay invoices by credit card.

<https://app2.citizenservicecloud.com/login/millbaywaterworksdistrict>

A customer service fee will apply to all online credit card payments.

You will have to register and add your account the first time you visit the portal. Your account number and online access code can be found on the top right corner of your invoice. Please call the office if you need any assistance setting this up or have any questions.

ALERT SYSTEM

MBWD encourages customers to visit our website at www.millbaywaterworks.ca and sign up to receive important alerts (if you were previously signed up on the old site, you will need to register on the new site). The sign-up button can be found at the bottom of the home page.