

MBWD

Mill Bay Water District

875 Deloume Road
Box 58
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
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NEWSLETTER – October 2022

OFFICE HOURS

The Mill Bay Waterworks District has returned to pre Covid office hours. Our office is once again open to the public for in person visits on Mondays, Wednesdays, and Fridays, between noon and 4:00 pm. We would like to thank our customers for their patience and understanding during the Covid pandemic.

MONTHLY BOARD MEETINGS

Monthly board meetings are held at the Mill Bay Community League Hall on the second Tuesday of every month. Meetings commence at 2:00 pm. The public is always welcome.

MBWD 2022 IRRIGATION SEASON

As of September 30, 2022, MBWD moved to Stage 3 Water Restrictions to correspond with Drought Level 4 that was announced for east Vancouver Island. In 2022 MBWD, along with our other partners in the Cowichan Valley went from a three (3) to four (4) stage water conservation initiative. The new Stage 3 Restrictions does not reflect the old Stage 3 Restrictions. The outdoor use of water is highly restricted during Stage 3 Water Use Restrictions. Please refer to our website for additional information on how this may affect you or call our office during normal business hours.

For the installation of new lawns or seeding, an application for an irrigation permit is required. This permit allows watering for the establishment of new lawns during watering restriction periods. You will find the application form on our website. Note that NO irrigation permits will be issued during Stage 3 restrictions.

ACCOUNTING AND BILLING

Our utility bills took on a new look in August 2022. MBWD is using a new financial software under the name A-Mais that is geared towards smaller organizations such as ours. Most customers will receive October's utility bill by mail. We hope you enjoy the new refreshing look. We are still tweaking aspects of the new software to meet our needs, so please bear with us.

For those who have signed on to receive utility billing by email, that service is no longer available. **If you were previously enrolled in the pre authorization payment (PAP) program for bill payment, you will continue to enjoy that service.** You can now register or login to your individual portal using the link on our website to access several new features, such as receiving electronic notification that your utility bill is available for viewing, cancelling the delivery of your utility bill via Canada Post and making payment using the credit card payment option. Customers can still make payments through their own financial institution.

STRATEGIC PLAN

MBWD in 2022 embarked on a strategic planning process to develop a Strategic Plan that will guide our path moving forward. The Board of Trustees decided to go with a three-year plan that will be updated annually to reflect the achievements that have been made.

I am pleased to advise our customers that this process is nearing conclusion, with the final document almost complete. MBWD will host a public event early in the New Year to present the Strategic Plan to you, our customers. Please stay tuned for further updates.

Paul Carver
District Manager