

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

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NEWSLETTER – January 2023

OFFICE HOURS

The Mill Bay Waterworks District office is back to normal business hours following the Christmas and New Years break. The Board of Trustees and staff hope our customers had a very merry Christmas and a safe New Years.

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.

Customers are reminded that approved Board meeting minutes are posted on our website, and starting in January 2023, agendas for each public meeting will be posted there as well.

MBWD 2022 IRRIGATION SEASON

With the conclusion of the 2022 irrigation season, MBWD would like to thank our incredible customers for following the water restrictions that were imposed throughout the summer leading up to a Stage 3 alert, which went into effect on September 30, 2022, and ended the season. Water is a precious resource that needs to be used carefully to ensure it will be around for future generations to enjoy.

ACCOUNTING AND BILLING

Our utility bills took on a new look back in August 2022 with the use of a new financial under the name A-Mais, which is geared towards smaller organizations such as ours. The implementation of this new software came with its challenges, which staff has been diligently working through. We would like to apologize for issues experienced by some of our customers in relation to the water consumption calculations and billing amounts on those utility invoices. For those customers who were overbilled, adjustments will be made on a subsequent utility bill.

The utility bill you are now are receiving reflects the December 2022 billing cycle. Due to the delay in getting this invoice to our customers the deadline for making payment has been extended to February 28, 2023. Payments made on or after January 1, 2023, will not be reflected on this invoice.

For those who had previously registered 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 2023-2025

The Mill Bay Waterworks District has completed its strategic planning process. This process cumulated with the preparation of a Strategic Plan for the years 2023 – 2025. The Strategic Plan was formally approved by the Board of Trustees at the regular meeting held on November 8, 2023. The plan is now available for viewing on our website. This plan will also be presented during our next AGM meeting planned for early 2023.

Paul Carver
District Manager