

MBWD

Mill Bay Water District

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 – August 2024

MBWD 2024 WATER RESTRICTIONS

We are currently in Stage 2 Water Restrictions. 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 or visit the MBWD website: www.millbaywaterworks.ca

MONTHLY BOARD MEETINGS

Monthly board meetings are now held at the Foote Centre in the Fieldhouse Room at Brentwood College on the second Tuesday of every month. Meetings commence at 5:00 pm. The public is always welcome.

DISCOLOURED WATER

Water main flushing is part of MBWD's ongoing routine maintenance in order to continue to provide high quality water to our customers. During water main flushing, there may be short periods of low pressure and / or discolouration of water, or turbidity. Cast iron pipes may also cause water discolouration. Although the water is discoloured there is no concern to health or the public in general. If you experience discoloured water, run a cold-water tap (e.g. bathtub) until the water runs clear (5+ minutes). If the discolouration persists, please call the MBWD office.

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 (250.743.9023) or email the office at mbwdaccounts@shaw.ca so we can update our records. Why is this important? It allows us to contact customers quickly in the event water consumption is recording higher than normal flows after the meter has been read. Early detection and notification allows the customer to identify the cause of the high water use before it escalates.

POSTAL CODE CHANGES

MBWD is in the process of changing the postal codes for all addresses in our Utility and Parcel Tax system. If you receive an invoice with an incorrect postal code, please contact the office.

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

MAKING PAYMENTS

It is important to make online payments 5 business days before the invoice due date to ensure the payment is received on time to avoid a late penalty. When paying your Water Tolls invoice, your account number can be found on the top right corner of your invoice. You may also use the 'personal banking number' found on the left side of your invoice halfway down the page. Please call the office if you have any questions. Please ensure when making online banking payments to your Parcel Tax invoice that the 'payee' is Mill Bay Waterworks District. The Roll Number on your invoice (starts with 765) is the account number.

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.

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.

METER BOXES

Thank you to our customers who have kept their meter boxes clear to allow easy access for both meter readings and repairs. We kindly ask you continue to check that the box is accessible at all times as staff must be able to access it quickly in the event of an emergency. If you are not sure where your meter box is located, please call the office so we may assist you.