



*In a continuing effort to provide information to our users, here is the latest newsletter. Please let us know what we can do to improve it.*

### **AGM**

The Mill Bay Waterworks District Annual General Meeting (AGM) was held at 2:00 – pm on April 12<sup>th</sup> at Brentwood College. Dan Flynn was elected to a three-year term at the AGM.

A Special Called Meeting (SCM) was held on 22 May to replace Ron Bronstein and Brook Adams who have stepped down as Trustee's. Alex Jorgensen was elected to a 1-year term to replace Brook, and Brian Mullan was elected to a 2-year term to replace Ron and compete their terms.

### **ADMINISTRATION**

MBWD is very pleased to announce the arrival of a new water operator Korey Birch to our organization. Korey brings with him a wealth of knowledge from several years of experience in water management. Our second operator will greatly increase our efficiency and ensure we are prepared to support our growing community.

We are continuing the exercise for conversion of our customer information to cloud storage from paper-based folios. The conversion of this important information is now at **60%** and is expected to be completed this coming Summer.

MBWD Board of Trustees, adhering to Bylaw No. 308 (Water Tolls and Other Charges 2025), are taking action to collect overdue accounts. This Bylaw is designed to ensure those who's accounts are current, are not carrying the burden for those in arrears. It's simply a matter of fairness.

Going forward, customers who are more than 90-Days in arrears will be contacted and given the opportunity to work with the District to correct this concern. If the District cannot come to an agreement with non-paying customers, water service from MBWD will be discontinued until a solution is found.

### **OPERATIONS**

As recently reported by our hydrologist Western Water Associates Ltd (WWAL), our engineering team, and our MBWD Operations Manager, our water system including the health of our aquifers and mechanical fitness of our facilities is in a stable state and fully capable of supplying safe and sustainable service to the community. There have been no major line breaks or service disruptions since the last report. One small leak was reported and repaired on Frayne Road in May.

As of June MBWD can report that our water loss percentage has been reduced from 40% early last year to a current rate of **12.8%**.

## **PROJECTS**

### **Residential Smart Meters**

MBWD has successfully completed a pilot project, introducing 10 smart meters throughout Mill Bay. Our Operation team have started the exercise of installing smart meters throughout Mill Bay. As of the issuance of this report the District has completed the installation of approximately **180** units. The goal is to complete full deployment of the meters prior to October of this Year.

Benefits to MBWD customers:

- Leaks will be automatically reported, by the meter, to our office staff, who in turn, will notify the property in question.
- For those interested, customers are able to self-monitor usage real time via. the (EyeOnWater) mobile app. or web browser providing instant leak detection, and enhanced protection from overbilling and property damage. Reach out to our office if assistance is needed to set up.

Benefits to Mill Bay Waterworks District (MBWD)

- Safety of personnel improvement from elimination of walking house to house for meter reading
- Environmental stewardship improvement from less energy / chemicals used and less water loss
- Reduction in administrative function with automated billing processing
- Automated leak detection eliminates admin functions for leak forgiveness processing and ability to warn customers of unnecessary charges and possible property damage
- Enhanced water license usage reporting to the Ministry of Water, Land, Resources Stewardship

The advent of this new technology has proven beneficial to MBWD, our customers, and the environment as our early reporting indicates that approximately **14.2%** of our homeowners are realizing water leaks that would have otherwise continued unknown.

It is the responsibility of every homeowner to provide access to MBWD shut-off valves and meters. We have encountered several meters that have been concreted in place and some that are too deep to access.

Please check your meter box access to ensure that MBWD employees have reasonable access.

### **Smart Hydrant Caps**

MBWD has received and deployed 5 Smart Fire Hydrant Caps. The Smart Caps have the ability to detect and pinpoint leaks in our asbestos concrete and metal sections of pipe and will provide instantaneous notification if and when any hydrant equipped with the Smart Cap is accessed without MBWD knowledge. This initiative is part of our ongoing effort to monitor our facility infrastructure and for water conservation.

The initial deployment and monitoring process of these 5 caps has not detected any anomalies as of this time in our system, and the District will continue on a rotating basis to ensure that all of our underground services are continuously monitored.

### **Supervisory Control and Data Acquisition (SCADA)**

MBWD installed our SCADA system several years ago to allow the District to monitor and control our source wells and water reservoirs with computerized technology. Of the twelve wells that could have been connected, only nine were connected, and of the nine, we found only one well maintained a proper reporting function.

Our Operations Manager who was new to MBWD this past year, identified this concern and has been working with a dedicated vendor to expedite the completion of work required to bring the entire system

online and into proper working order. As of the date of this newsletter, all MBWD wells are now connected and reporting properly.

This project has provided the ability to monitor and control our wells and reservoirs remotely, and to have insight as to the health of the three aquifers we draw our water from.

Your MBWD Board of Trustees have decided to use this technology to determine the cause and effect of system stress on our three area aquifers. This test can only be done by elimination of watering restrictions and monitoring the situation throughout the coming dry season. This year will be the first time we will have actual data to assess the need for restrictions into the future.

The District would like to make two important facts clear to the community at large.

1. As we proceed through the upcoming Summer season, the District will closely monitor every aspect of our infrastructure and the aquifers we utilize for our water system. Any sign of stress caused by MBWD on our aquifers will see the immediate implementation of appropriate water restriction levels.
2. Regardless of posted water restriction level posted by MBWD, our Board of Trustees and staff would like to remind everyone of the importance of being environmentally conscious and to exercise proper social stewardship toward our environment.

#### Developments

1. The Limona Lodgepole Road development has been approved for twelve lots to be developed on the West side of Lodgepole road.
2. Limona Stonebridge Phase (1A) is expected to proceed later this year.
3. Mill Springs Village (phase 16&17) is expected to proceed later this year.
4. MBWD is continuing to work with the Malahat Properties Ltd. (MPL).
5. The Purdy Group Marina Project has had no activity toward water application with MBWD.
6. Ocean Terrace Project has had no activity toward water application toward MBWD but is expected to utilize Malahat First Nations water service rather than MBWD.

The Well Monitoring Plan (WMP) and Operations Plan application process was a requirement under our water license application for the four new proposed wells supporting development. The four new wells involve one for Limona Stonebridge, two for Mill Springs Village, and one for MBWD. The WMP has now been completed and turned over to the Ministry of Water, Lands, Resources, Stewardship (WLRS) on June 6<sup>th</sup>, for review and approval.

#### MBWD Select Committee for Enhanced Fire Protection

MBWD has initiated a Select Committee led by Trustee Dan Flynn to determine the possibility of increasing our District fire protection by introducing emergency back-up power supply to our current infrastructure. The committee members are Chairperson Dan Flynn, MBWD Operations Manager, Keith Halper, Mill Bay Fire Department Chief, and McElhanney Engineering.

The select committee's mission is to increase the Mill Bay Fire Department's available water supply to protect the community from wildfire by providing continuous water input to our reservoirs for the sole purpose of firefighting capability and community evacuation if necessary.

Preliminary engineering is complete, and we are in the process of detailed engineering with a target of Q2 - 2026 for project completion. We will keep the community informed on this very important initiative as we progress through the project.

All future development projects will require back-up power supply for their wells to be included in MBWD infrastructure.