



*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.*

#### Colored Water Note

Recently MBWD has been dealing with the issue of brown/discoloured water. We understand this is an inconvenience for our customers and want to ensure you that our operations team has been working hard to try to eliminate this issue for our customers. We also want to let you, know the water is safe to drink and use. Our team test's multiple locations twice a week to ensure we are delivering safe water to the residents of Mill Bay.

Our operations personnel believe this cloudy water condition may be the result of unauthorized use of one or more of our fire hydrants. We have experienced this before. Hydrant use, without advance flushing, draws undisturbed sediments, into the normal flow, resulting in colored water.

MBWD is asking for help from our customers to please inform our office if you see any hook ups to our fire hydrants.

#### ADMINISTRATION

Vancouver Island Health Authority (VIHA), requested all water purveyors to produce a Source Water Protection Plan (SWPP). MBWD completed the SWPP and delivered it to VIHA along with our updated Emergency Response Plan and updated information on all wells within the district. We are still waiting for comments from VIHA.

We have completed the exercise of converting our customer information to cloud storage from paper-based folios. This gives us a way to access customer historical information in the event the paper copies are not accessible.

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 can not come to an agreement with non-paying customers, water service from MBWD will be discontinued until a solution is found. The date this resolution is to take effect is September 11, 2025, at that point a registered letter will be sent to the customers with accounts overdue 90 days. Customers will have seven (7) days to respond and come to an agreement with MBWD.

Since the initiation of this resolution MBWD has decreased the amount owing from \$40,268.15 to the current amount of \$26,853.10.

## **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.

Access to weekly bacteriological sampling is available on our website and our annual metals and total organic carbon (TOC) scans will also be available on the website. The quarterly disinfection byproduct sample results will be available to the public as well.

Some upgrades that are scheduled in the near future are variable frequency drives (VFD's) which ensure smooth motor starts and stops, for installation on Wells 783, 1386, and the turbine transfer pumps at Deloume Station. Installation of these units will ensure efficient flow and pressure control, minimize stress on the equipment, prolong lifespan, and minimize maintenance costs.

## **PROJECTS**

### **Residential Smart Meters**

As of August 11, 2025 MBWD operations team has installed 305 smart meters, we are anticipating the project to be completed in the fall.

The advent of this new technology has proven beneficial to MBWD, our customers, and the environment as our early reporting indicates that approximately 33% of our homeowners are realizing water leaks that would have otherwise continued unknown. As of August 11 there are 14 small leaks outstanding out of the 100 leaks noted by the smart meter program, which equates to only 4%. MBWD would like customers to note that the smart meters are more sensitive to leaks compared to the previous meters, as they go to a 4<sup>th</sup> decimal place which can detect smaller leaks such as a toilet or faucet running, more accurately. Majority of the leaks detected have been minor leaks.

MBWD invites customers who have had the smart meter installed to download the “Eye On water” app. This will allow you to view your water consumption and be notified directly of any water leaks. If you require assistance in signing up for the app., please contact the office for assistance.

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. These situations must be addressed and rectified.

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

As a reminder to all customers, MBWD is responsible for District infrastructure up to and including the water meter. Customers are responsible for all water components beyond the water meter.

#### Smart Hydrant Caps report

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 five (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)

As of the date of this newsletter, all MBWD wells are connected and reporting properly with a fully automated system. Your MBWD Board of Trustees have decided to use this technology to determine the cause and effect of system stress on our wells and their replenishment rates, which in turn, gives us some insight as to the state of our aquifers.

#### Developments / Water Licenses

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. The Malahat Properties Ltd. development will proceed with the addition of a new well.
5. The Purdy Group Marina Project has had no activity toward water application with MBWD.
  - a. The Purdy Group, as part of the Tri-Party group of Limona, Brentwood, and Purdy will be re-testing their B-Field well during the month of September to determine viability of use.

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. Approval for these four new wells is expected within the next month.

Beginning with the October newsletter, MBWD will attempt to include detailed update information on the Stonebridge, Mill Springs Village, and Malahat Properties developments. The updates will include area plot plans, subdivision maps, tentative road construction, and development schedules. It should be noted that the MBWD newsletter updates will be populated with information from MBWD and the developers, not from Government entities or authorities.

#### 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 sub-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.

Detailed engineering has been completed and MBWD has issued a government applied request for price (RFP) to contractors as per the Canadian Free Trade Agreement (CFTA). Proposal review will occur during next month with expectations for contract award following shortly after. Completion of this very important project is expected prior to next years fire season.

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

#### Decommissioning of Well 784

The decommissioning of Well 784 will Begin on August 11 and will be completed August 12<sup>th</sup>. Our Vancouver Island Health water officer has stated that she considers our water source, gravity fed infiltrator Well 784, to be a Groundwater at Risk of Pathogens (GARP) status water source and that determination requires either removal of that water sources from our operation or the addition of UV disinfection to the supply from this water source. MBWD has chosen the former of these two options.

Gary Orton, MBWD Board Chair