

MBWD

Mill Bay Waterworks District

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MILL BAY WATERWORKS DISTRICT

Report from the Chair

It is my pleasure to submit my report on the affairs of Mill Bay Waterworks District (MBWD) during the year 2022.

This was a year of rebuilding the organization. Mr. Paul Carver, our District Manager, joined the District in December 2021 and set about recruiting supporting staff in the Administration function of the organization. In January, we were joined by Ms. RaeAnn Reitor, our Financial Assistant, and in April, Ms. Stacey Glover became our Administrative Assistant. Mr. David Martin, our Operator, was particularly helpful in advising Paul during the early stages of his appointment and we continued to enjoy the services of Mr. Scott McCartney, as Relief Operator. The team is now functioning smoothly, and they are assisted by Ms. Sandy Craddock and Mr. Trevor Tallis, our water sample courier and meter reader, respectively. To RaeAnn's surprise and delight she found herself taking maternity leave in October and, in December, Ms. Lesley Richard joined the administration group on a temporary basis to help out during RaeAnn's leave. The Trustees are very appreciative of the way our staff have bonded into an effective team.

You may recall that in 2021, we started to implement the changeover from one financial management software package to another; in this case, from Vadim to Amais. This process was interrupted as we managed the staff changes and resumed in early 2022. We had our challenges, as a number of you have become aware. By year's end, those challenges had been resolved although some bookkeeping adjustments were necessary to meet the standards of our auditors. Going forward, the glitches should be minimal, maybe even non-existent!

Over the last couple of years, we have felt pressure to develop a strategic plan to respond to:

- Growing demand for new housing;
- Impacts of the Water Sustainability Act;
- Awareness that 20% of our pipe distribution system comprises AC pipe, which is in need of replacement.

With the help of an external facilitator, staff and Trustees met over a two-day period to define our strategic needs and, over the following weeks, our Strategic Plan 2023 – 2025 was approved by the Board of Trustees and is available on the MBWD website. At the Annual General Meeting, time will be set aside to present the goals of this plan to landowners. I encourage as many of you as possible to attend this meeting; there are some important decisions to be made in the near future, based on the plan.

At the last AGM, interest was expressed in including in this year's report some of the performance metrics of our system; these are shown in the table below for the year 2022.

Sources of water: wells	10
Infiltration galleries	2
Volume of water drawn from sources (m ³)	419,377

Volume of water delivered to customers (m ³)	335,441
Non-revenue water (m ³)	83,936
No. of structure fires	2
New service connections	1
New meters installed	4
No. of system leaks	3
No of water quality testing sites	10
Sampling frequency per site per month	1
Percentage increase in parcel tax for 2023	7
Percentage increase in water consumption tolls for 2023	0
Number of boil water advisories during 2022	0

We were able to confirm that MBWD can borrow funds to implement the replacement of asbestos cement (AC) pipe. Landowners will have to approve any such loan and I will be elaborating upon the process at the AGM. This does mean that we would be in a position to replace all of the AC pipe in a relatively short period of time. You may recall that these pipes are already beyond their design life, so the risks of pipe breaks are relatively high.

We are in conversation with six developers and a non-profit organization with regard to new housing and community facilities. While other jurisdictions are responsible for the planning and permitting for these developments, none of them can advance without MBWD's confirmation of available water. Four of the developers have submitted applications to the Ministry of Forests for licenses to extract groundwater. MBWD is a co-applicant on all these license applications. There are indications that license approvals for some of these new wells may appear later this year.

Our financial affairs fall under the scrutiny of our Auditors, whom landowners approve at each AGM. Once again, they will be presenting the financial statements and their audit report at the upcoming AGM. We are grateful to MNP LLP for their advice and assistance over the year as we wrestled with the software change to which I made earlier reference.

Finally, I would like to thank my fellow Trustees for their support and wisdom in the governance of MBWD. They are: Johanna Morrow, Brook Adams, David Crowe, and Austin Tokarek. I firmly believe that along with its staff, MBWD is in good hands.

Brian Young
Chair of the Trustees
March 2023