



Mill Bay Waterworks District

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Report from the Chair

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

I am new to the role of chair having been selected by the other trustees in February 2024 after the sudden departure of Brian Young, for health reasons. On behalf of all the trustees we were sorry to see Brian leave. Under his leadership MBWD became a stronger more resilient organization. His knowledge, expertise, and excellent leadership skills will be missed. I will also miss him as a friend and mentor.

There have been some staff changes at MBWD. Raeanne Reitor, our Financial Assistant, resigned to accept a position with the City of Ladysmith. Stacey Glover, our Administrative Assistant was promoted to Raeanne's position and Lindsay Jordan was hired to fill the vacant Administrative Assistance position left open by Stacey's recent promotion. Leslie Richard, who was hired in 2022 remains as our casual Administrative Assistant. Keith Halper was recently hired as our Senior Operator, replacing Brett Watts. We continue to be well served by our District Manager, Paul Carver; Relief and Support Operators, Scott McCartney, and Korey Birch; Casual Administrative Support, Sandy Craddock; and Meter Reader, Trevor Tallis. We also have an arrangement with the Cowichan Valley Regional District to provide essential technical and water monitoring backup services when needed.

We continue to see a growing demand for new housing in Mill Bay. For the board this includes working with developers to secure additional long term reliable water supply for residents/businesses and for fire protection. In December the Province accepted four new well licence applications and approved them as one master licence for MBWD. Three applications were submitted jointly for planned developments in Mill Bay, and the fourth was an application for the Noowick well, a new well developed by MBWD to address an existing shortfall and provide a surplus water supply for the District's future needs.

We have taken steps to modernize our water system, including the installation of inline chlorine analysers connected to our SCADA system for continuous monitoring and real time data collection/reporting and alerts when readings are outside acceptable parameters. These analysers are in addition to our regular manual testing which is continuing throughout our distribution system.

We are exploring options for expanding or relocating our office on Deloume to accommodate an office for the District Manager, space for additional staff as we grow, and a staff lunchroom.

And we continue to follow guidelines of 2023-25 strategic plan. A copy of this plan is available on the MBWD website: <https://www.millbaywaterworks.ca/media/117>.

In early July 2023 we implemented Stage 3 Water Restrictions in response to the Province's Level 4 Drought rating for all of Vancouver Island. These water restrictions remained in effect until October. Although our water supply was never at risk, along with our partners, we are required to implement Stage 3 water restrictions whenever the Province declares a Stage 4 drought level. Long term water restrictions

do however affect our bottom line. Less water use means less toll revenue, while the fixed costs to operate the water system do not change.

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 throughout the year.

Below are some of the performance metrics of our system for 2023.

Sources of water: wells	10
Infiltration galleries	2
Volume of water delivered to our customers (m ³) - 2023	327,838
Volume of water delivered to our customers (m ³) – 2022	335,441
No. of structure fires	1
New service connections	29
New meters installed	1
No. of system leaks	1
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 2023	0

Finally, I would like to thank my fellow Trustees Brook Adams, Gary Orton, and Austin Tokarek for their support and wisdom in the governance of MBWD. I am confident that along with its staff, MBWD is in good hands.

Johanna Morrow
Chair of the Trustees
March 2024