

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

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NEWSLETTER – February 2024

TOLL RATES

Due to increased costs to deliver safe drinking water to our customers, the Board of Trustees at its regular board meeting on December 12, 2023, resolved to increase tolls across the board by ten percent (10%). This increase is reflected in the February utility bills.

STAFF NEWS

MBWD would like to welcome our new Chief Water Operator, Keith Halper. Keith started in his new position on February 2nd.

2024 AGM

The 2024 AGM is scheduled for the evening of Tuesday, April 23rd in the Denis McLean Room at Kerry Park Recreation Centre. This year there will be three (3) trustee positions up for election. Additional information will be provided with the tax notices that will be mailed in March.

MBWD 2024 IRRIGATION SEASON

Stage 1 Water Restrictions will take effect on May 1st of this year and signals the start of our annual water conservation measures. These measures will continue to ramp up throughout the summer months.

Our customers are reminded that water use restrictions take effect every summer, and with this year's irrigation season fast approaching, it is up to the user to be aware of what conservation level is in place at any given time and to adjust water use accordingly.

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;
- 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.

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.

MONTHLY BOARD MEETINGS

Monthly board meetings are held at the Mill Bay Community League Hall located at 1001 Shawnigan-Mill Bay Road on the second Tuesday of every month. Meetings commence at 2:30 pm. The public is always welcome.

Board Meeting Agendas and approved Board Meeting Minutes are available on our website.

MAKING PAYMENTS

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.

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.

FIND US ON FACEBOOK

MBWD has a new Facebook page! Here you will be able to quickly find current water restriction information and important updates. Follow us by searching Mill Bay Waterworks District.