



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

Website: www.millbaywaterworks.ca
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NEWSLETTER – December 2023

SEASON'S GREETINGS

As the end of the year draws near, the MBWD Board of Trustees and staff would like to take this opportunity to wish you HAPPY HOLIDAYS and all the very best in the new year! May your holiday season be filled with family, friends, celebrations, joy and happiness.

OFFICE HOURS OVER THE HOLIDAY SEASON

The office will be closed from December 27, 2023, to Jan 1, 2024, inclusive. Staff return to work on Tuesday, January 2 and the office will re-open to the public on Wednesday, January 3, 2024.

NEW WEBSITE

MBWD's new website has been 'live' since the fall. We encourage customers to review the website and familiarize yourselves with the new functionality. For example, you can sign up through the website to receive important alerts (if you were previously signed up on the old site, you will need to register on the new site). The new website is more interactive and user-friendly. We are still making adjustments and welcome your feedback.

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.

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.

OVERDUE ACCOUNTS REVIEW

We know many of our customers keep their accounts up to date and we are certainly appreciative. However, there are some accounts which are overdue and have been overdue for some time. In the new year we will be reviewing all toll and tax accounts and will reach out to those whose accounts are overdue with a reminder to clear up those accounts.

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.