



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
General Email: mbwd@shaw.ca
Phone: 250-743-9023
Fax: 250-743-9065

NEWSLETTER – October 2023

2023 WATER USE RESTRICTIONS

Water restrictions have been reduced to Stage 2 and will remain in effect until October 31st. Please refer to MBWD website or our new Facebook page to see the 2023 Water Use Restrictions Table. Water is a precious resource which needs to be used carefully to ensure it will be around for future generations.

STAFF NEWS

MBWD would like to welcome our new Chief Water Operator, Brett Watts. Brett started in his new position on October 3rd.

NEW WEBSITE

MBWD's new website is now live! Customers 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 and choose an email notification when bills are ready, and 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.

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 that you continue to check that the box is accessible; 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.