

# MBWD

Mill Bay Water District

875 Deloume Road  
Box 58  
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](http://www.millbaywaterworks.ca)  
General Email: [mbwd@shaw.ca](mailto:mbwd@shaw.ca)  
Phone: 250-743-9023  
Fax: 250-743-9065

## NEWSLETTER – August 2022

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### OFFICE HOURS

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The Mill Bay Waterworks District has returned to pre Covid office hours. The office is once again open to the public on Mondays, Wednesdays, and Fridays, between noon and 4:00 pm. We would like to thank our customers for their patience and understanding during the Covid pandemic.

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### MONTHLY BOARD MEETINGS

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Monthly board meetings are held at the Mill Bay Community League Hall on the second Tuesday of every month. Meetings commence at 2:00 pm. The public is always welcome.

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### MBWD 2022 IRRIGATION SEASON

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As of August 16, 2022, MBWD moved to Stage 2 Water Restrictions. In 2022 MBWD, along with our other partners in the Cowichan Valley went from a three (3) to four (4) stage water conservation initiative. Please refer to our website or call our office to find out what is permissible during Stage 2 Water Restrictions. The new Stage 2 Restriction does not reflect the old Stage 2 Restriction.

For the installation of new lawns or seeding, an application for an irrigation permit is required. This permit allows watering for the establishment of new lawns during watering restriction periods. You will find the application form on our website. Note that NO irrigation permits are issued during Stage 2 restrictions.

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### ACCOUNTING AND BILLING

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The August 2022 utility bills have taken on a new look. MBWD has implemented a new financial software under the name A-Mais, which is geared towards smaller organizations such as ours. All customers are receiving August's utility bill by mail this time around. We hope you enjoy the new refreshing look.

For those who have signed on to receive utility billing by email, that service is no longer available. If you were previously enrolled in the pre authorization payment (PAP) program for bill payment, you will continue to enjoy that service.

We are pleased to advise the new system offers an expanded service where customers can log into a portal to access their utility accounts and pay bills directly using the credit card feature. Customers can still make payments through their own financial institution.

The registration link for the new online portal is available on our website.

Unexpected delays were experienced issuing August's utility bills. Those invoices should have gone out in early August. For this reason MBWD is extending the late fee payment deadline to October 17, 2022. The next round of bills is expected to be issued the second week of October, with November 30, 2022, remaining as the payment deadline for that billing cycle.