



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

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

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## NEWSLETTER – April 2024

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### 2024 AGM

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The 2024 AGM is scheduled for the evening of Tuesday, April 23<sup>rd</sup> at 7:00 pm, doors open at 6:30, in the Denis McLean Room at Kerry Park Recreation Centre. This year there will be elections to fill three (3) trustee positions; (2 for three-year terms, 1 for a one-year term). Information regarding the election, trustee and voter eligibility was included in the 2024 Parcel Tax Invoice mailouts. If you have questions please contact the office.

Reminders:

- Persons standing for nomination are expected to give a brief biography of themselves during the meeting.
- Voters are required to show valid ID and make a legal verbal statement on eligibility.

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### STAFF NEWS

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MBWD would like to welcome our new Administrative Assistant, Lindsay Jordan. Lindsay started in her new position on March 25, 2024.

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### MBWD 2024 IRRIGATION SEASON

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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.

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### CONTACT INFORMATION

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MBWD does not have current contact information for a large portion of our customers. If you think we do not have your current information, please either call or email the office at [mbwdaccounts@shaw.ca](mailto:mbwdaccounts@shaw.ca) so we can update our records.

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## GO PAPERLESS?

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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.

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## ALERT SYSTEM

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MBWD encourages customers to visit our website at [www.millbaywaterworks.ca](http://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.

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## MONTHLY BOARD MEETINGS

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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.

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## MAKING PAYMENTS

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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.

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## METER BOXES

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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.