

Qualicum Bay Horne Lake Water District Annual Report 2018

Qualicum Bay Horne Lake Water District Board of Trustees:

Lore Bewer

Jeff Cain

Doug Dickson

Mark Smailes

Irene Doyle

Ian McJannet

Keith Nickerson *currently serving as Chair, as elected by the board of trustees.*)

Monthly board meetings are held the 3rd Wednesday of each month at the Qualicum Bay Horne Lake Water District Office at 1:00 pm. Public are welcome to attend. For upcoming dates, please check at the office or visit the website at:

www.qbhlwater.ca

In addition to the monthly board meetings, there are select committees that meet throughout the year on an as-needed basis. Committees provide advice and recommendations to the board of trustees – it is up to the board to take action or make a decision. Select committees are established to consider or inquire into a specific matter.

History

The Qualicum Bay Horne Water District was incorporated under the Water Act in 1968 and is an Improvement District as defined under the Local Government Act. The District's Letters patent define a mandate to acquire, maintain and operate works for water supply and distribution and all matters incidental.

Water supply is currently provided by three wells located on Horne Lake Road. These wells tap the Quadra Sands Aquifer and provide high yield and good quality water which is good for human consumption without treatment. The high iron and manganese content is an ongoing concern. Two above-ground bolted steel tanks hold a volume of 110,000 imperial gallons each. The system on average produces a pressure of 70 psi.

The QBHL Water system was constructed in phases with the original lines built in the late 1960s. The current water system has approximately 17,550 meters of distribution main, which is generally linear. The average house uses about 85 gal/day

Administration

The Administrator is responsible for the overall administration of the District. The Administrator acts as both the Corporate Officer and Financial Officer as established by Bylaw No. 108 "Officer Position Establishment Bylaw".

Corporate administration includes the following:

- preparing accurate meeting minutes of the board of trustees and its committees and ensuring the safe keeping of minutes, bylaws, and other improvement district records;
- providing access to all improvement districts records as required by law or authorized by the board of trustees;
- signing and certifying copies of bylaws and other documents as required or requested;

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- accepting, on behalf of the improvement district or the board of trustees, notices and documents given or provided to the improvement district or the board of trustees; and
- keeping the improvement district seal and having it affixed to documents as required.

Financial administration includes the following:

- levying taxes, water tolls and other charges;
- receiving all monies paid to the improvement district;
- keeping all funds and securities of the improvement district;
- expending and disbursing money in the manner authorized by the board of trustees;
- investing funds in investments under section 745(4) of the Local Government Act;
- preparing, maintaining and keeping safe the accurate records and full accounts of the improvement district's financial affairs;
- compiling and supplying information on the financial affairs of the improvement district required by the Inspector of Municipalities; and reviewing and preparing annual budgets with Finance Committee and fulfilling
- Financial year end auditor's requirements.

Water Sustainability Act came into force in early 2016. The proposed new Act responds to current and future pressures on water including a growing population, a changing climate and expanding resource development. Under the new Act, government will manage surface and groundwater as one resource. The initial priority is to update regulations related to core activities including authorizing water use, water fees and rentals and regulations needed to authorize and manage groundwater use.

Wellhead protection plan. The district completed a well head protection plan, as required by Island Health. The wellhead protection plan is a tool used to protect the water source including the supply wells and the aquifer. The high risk hazards are:

- Agriculture: heavy chemical use farming, pesticides and fertilizers, manure storage;
- Transportation Corridors; fuel spills on highways, roadsalts
- Commercial; gas stations, paint strippers, dry cleaners, auto body and repair;
- Industrial: chemical, petroleum, wood processing, food processing;
- Municipal; storm water runoff, pesticides and fertilizers;
- Residential: septic systems, abandoned well, sewer mains.

The District applied and received a \$10,000.00 grant for this project.

To view the full report, please visit the website.

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Chairman's Report

Welcome to the 50th Annual General Meeting of the Qualicum Bay – Horne Lake Waterworks District and thank you for joining us tonight.

My name is Keith Nickerson and I am currently serving as Chairperson of the District. I would like to introduce my fellow Trustees and thank them for their hard work and dedication over the past year ... Jeff Cain, Irene Doyle, Doug Dickson, Lore Bewer, Mark Smailes and Ian McJannet.

More importantly I would like to thank Don Buchner our system operator, Leigh Campbell our administrator and Dayle Driemel our office assistant, for keeping the water flowing and the bills paid. They are key to ensuring our water system operates efficiently and reliably.

The staff and Board were kept busy last year. Key items and issues that were worked on include:

- Completion of the Leon Rd / Kenmuir Rd water main replacement. These water mains were identified as top priority for replacement by our engineering study as water flows from those mains were insufficient to feed the homes on those roads and to homes and businesses further down the Island highway.
- Completion of a Wellhead Protection Plan which was required under recent provincial legislation. This plan details areas of vulnerability to our aquifer and is also now a part of the Qualicum Bay/Dunsmuir Official Community Plan (OCP).
- Dealing with higher than usual water consumption last summer which resulted in our first ever water restrictions.
- We are currently in the middle of updating our Engineering Study and Asset Management Plan to determine what infrastructure is at risk of failure and what is the timeline and cost for replacement.

On the topic of replacing infrastructure, the biggest challenge faced by the water district is finding the monies necessary to cover the cost of operating and replacing our aging water system components. Unlike municipalities,

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Improvement Districts such as ours are restricted from direct access to government funding and grants, leaving our ratepayers as our only source of income. As a result, setting water rates and parcel tax money is a sensitive balancing act of Sustainability versus Affordability. In other words, the water usage and parcel/infrastructure renewal rates we set are entirely based on remaining sustainable and at the same time having water remain affordable to the rate payers. We understand that rate increases are not usually welcomed by our water consumers; however failure to adjust rates to remain sustainable could result in us not having enough revenue to operate or maintain the water system.

I know the parcel tax increase approved by the majority of the board late last year was an unusually large increase, and our hope is to not need another increase like that anytime in the near future. Unfortunately, historical increases to your water rates and parcel taxes were kept artificially low and did not keep pace with inflation, resulting in us now being caught in a 'catch up' situation. It is our aim to keep future increases a little bit more palatable to the rate payer, while at the same time – and again here is that word – remaining *sustainable*.

Thank you.

Keith Nickerson, Chair 2017

Mission Statement:

- Mission: The Qualicum Bay Horne Lake Waterworks District exists to provide clean and affordable drinking water to the ratepayers while being responsible stewards of the environment.
- Vision: We strive to be regarded as a "Top Tier" independent and local waterworks district, -one that is recognized for sustainable, reliable delivery of local water services, environmental stewardship, safe operating practices, and a balanced ratepayer centered approach.
- Values: We value a safe and effective workplace underpinned by mutual respect and dignity. We value the attributes of a small but strong independent organization that actively listens to its ratepayers and takes timely action. We value positive behaviours that yield collaborative learning, purposeful decisions and mission focused outcomes that enhance our long term organizational legacy and advocate for our ratepayers.

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Maintenance Report

Well another year has passed and all is well within the confines of our system. Our manganese issue is staying at bay and not giving us too much problems. I have been checking out a couple of different options that might aid in reducing or even eliminating the presence of manganese in our water supply. These options mostly involve the installation of a filtration system. This type of system can be very expensive, so I am expanding my search for quotes and options to every available possibility in search for the most reliable and efficient for your dollar. Hopefully we can find something that will work for us that would be financially justifiable.

Another project that was completed in 2017 was our wellhead protection Plan. This plan was executed by hired professionals to help us discover any possible dangers, such as contamination, that may be apparent to our system and how to prevent or deal with them should they be present.

This plan was mandatory for all water systems and I believe will be an asset in sustaining good clean potable water for future generations.

In 2016, we shut down and cleaned one of our reservoirs, and in 2017 we shut down and cleaned the other reservoir. This is a procedure we do every 3 – 5 years, again to maintain clean, potable water.

I would also like once again to take this opportunity to inform the public that we flush our system thoroughly every 3 months and at this time you can expect dirty, blackish water for a short period of time. Please watch out for our signage on the side of the road advising you of when this is taking place.

On a different note I would like to show you some numbers just to bring you into the loop of our actual water usage and how much it fluctuates from season to season:

February 2017 – 431 m³ or 95,025 gallons per day

July 2017 – 975 m³ or 214,485 gallons per day

November 2017 – 350 m³ or 76,925 gallons per day

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As you can see, our usage more than doubles in the summer months. Our pumps go from running about 8 hours per day to 20-22 hours per day. With this in mind I ask that you use your water both conscientiously and conservatively.

Having said that, I will wrap this up with the pleasant information that all of our water tests are coming back clean, as they should and that the system is running smoothly. If you have questions please feel free to submit them to the QBHLWD administration and they will be answered.

Thank you

Don Buchner
Operator 6464