

# Qualicum Bay Horne Lake Water District Annual Report 2017

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## **Qualicum Bay Horne Lake Water District Board of Trustees:**

Lore Bewer

Jeff Cain

Doug Dickson

Keith Nickerson

Suzy Parkin

Ian McJannet

Irene Doyle (*currently serving as Chair, as elected by the board of trustees.*)

Monthly board meetings are held the 3<sup>rd</sup> 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](http://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 concrete reservoir was decommissioned in 2015.

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;

# Qualicum Bay Horne Lake Water District Annual Report 2017

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- signing and certifying copies of bylaws and other documents as required or requested;
- 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.
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- Water Sustainability Act comes into force in early 2016. The proposed new Act will respond 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. As per the water act we are currently in the process of registering our wells.
  - Wellhead protection plan. The district is embarking on a well head protection plan, as required by Island Health. The wellhead protection plan is a tool used for not only wellhead protection but watershed protection. A wellhead is the physical structure of the well above ground. A wellhead protection area is the area around a wellhead where land use activities have the potential to affect the quality and quantity of water that flows into the well. The District applied and received a \$10,000.00 grant for this project. The total cost of the project will be approx. \$15,000.00.

# Qualicum Bay Horne Lake Water District Annual Report 2017

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## 2017 Chairperson's Report to the AGM

This past year has been a very busy and productive year for the Qualicum Bay Horne Lake Water District(QBHL).

I would like to introduce our trustees and thank them for a good, collaborative, job done. Lore Bewer, Jeff Cain, Doug Dickson, Ian McJannet, Keith Nickerson and Suzy Parkin. Suzy is leaving us after serving us so well for the past six years. She will be missed!

Most of you know our system operator, Don Buchner, he continues to ensure that your water is delivered through a well maintained and great functioning water system; he is our “boots on the ground” person who stays on top of any issues and reports it all back to the board. Thank you, Don, for your continued hard work! Especially with having dealt with the Leon / Kenmuir Road Project!

Leigh Campbell is the face of QBHL, and in our office to deal with all the daily administrative duties and is our liaison with all the government bodies we report to and work with. She does a great job of keeping us informed and up to date. Thank you, Leigh!

Also, thank-you goes to Sharon Recalma for assisting Leigh when needed, to help everything continue to run as smoothly as it does.

There are handouts for all of you, which include a 2016 Report for the Waterboard, a Maintenance Report, our audited Financial Statements and Auditors Report and also a copy of our Mission, Vision and Values Statement. This makes up the AGM Package and all are available on our website as well. [www.qbhlwater.ca](http://www.qbhlwater.ca)

# Qualicum Bay Horne Lake Water District Annual Report 2017

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The **LEON/KENMUIR Project** was our largest undertaking this year. This project was done to replace water mains along LEON and KENMUIR Roads. We are currently in the final phase to finish this project, unfortunately weather had delayed the completion, but we are looking forward to having it done ASAP.

This was a huge undertaking for QBHL, and it was also the first such project for us. There were many issues that we dealt with and are continuing to deal with, along the way, and as a District we have learned so much! Once it is complete, we will be putting together a summary of the experience, good and bad, for future projects.

**Communicating** to you, the Ratepayers is a priority to us, and we are making improvements on how we do this. For example we will be creating a presence on Social Media for you to follow, Facebook and Twitter, so that any major events will be broadcast in real time. We have a new automated call system that can reach all the ratepayers quickly, should an emergency arise. We have ordered new signs to erect, and most importantly our website has been enhanced. The website always has the most detailed information for you.

We are also working on having electronic billing and electronic payments available for you, the ratepayers, and we hope that this will make it easier for these transactions.

Lore will now just give a summary of the role of the Trustee, before we start the Election process.

## 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.