

# Union Bay Conversion Newsletter

June 2021



Dear Union Bay residents: We are hard at work to finalize the transition of UBID services to the CVRD at the end of the month. The process has been smooth and I look forward to advancing short and long term priorities for the fire, water, and streetlighting services. If you have concerns don't hesitate to contact me or the team. We hope this newsletter will provide answers to your practical questions and transition details.

## CONVERSION OF UNION BAY IMPROVEMENT DISTRICT COMPLETE JULY 1

The Comox Valley Regional District (CVRD) and Union Bay Improvement District are finishing their final tasks in preparing for the conversion of the water, fire and streetlighting services to the CVRD.

As of July 1, 2021, the UBID will be officially dissolved, with its services and assets becoming the responsibility of the CVRD. The conversion is a result of a referendum vote in November 2020.

While Union Bay was already a part of the CVRD, receiving a number of services as part of Electoral Area A, this does mark a change for water, fire and streetlighting services. Here are some key highlights for you to know:



### WATER SERVICE

- Watershed management, treatment, and delivery of drinking water will look the same to residents. The CVRD will implement changes to how water assets and employee safety are managed to bring the system in line with other local water service areas managed by the CVRD.
- The UBID water employees will become CVRD employees.
- Bills for water will come from, and be paid to the CVRD (see reverse for information).



### FIRE SERVICE

- The fire department will continue to operate with the same team, and from the same fire hall.
- Union Bay Fire Rescue volunteers will continue to serve the Union Bay community, now supported by the CVRD.
- Once conversion is complete, the CVRD Fire Services department will work with the Union Bay Fire Chief and membership to ensure a new fire truck is purchased before the 2025 insurance deadline.



### STREETLIGHTS

- There will be no changes to the streetlighting service delivery.
- Concerns about streetlights (burnt-out bulbs, etc.) can be reported to the CVRD.
- The recent change to LED streetlight bulbs is a BC Hydro initiative and not related to the conversion.



### ADMINISTRATION

- As of June 25, 2021 the UBID offices will be closed.
- Beginning July 1, 2021, questions should be directed to the CVRD. See the quick guide (right), and enclosed magnet for key phone numbers.
- As of July 1, 2021, the UBID website ([www.union-bay.ca](http://www.union-bay.ca)) will be redirected to the CVRD at [www.comoxvalleyrd.ca/ubid](http://www.comoxvalleyrd.ca/ubid).

## WHO TO CALL?



Beginning July 1, 2021, questions about your services should be directed to the Comox Valley Regional District. We've included a magnet in this envelope with a quick reference of important phone numbers – here's a copy that can be cut out as well!

### QUICK CVRD GUIDE For Union Bay Residents

(As of July 1, 2021)



**Water Service**  
250-334-6056

(Mon-Fri, 8 a.m. to 4:30 p.m.)



**After Hours  
Water Emergency**  
1-877-999-2285



**Utility Bills/Parcel Tax**  
250-334-6033



**Fire/Emergency**  
9-1-1



**Non-Emergency Fire**  
250-335-2345

### General Questions?

250-334-6000  
770 Harmston Ave., Courtenay  
[www.comoxvalleyrd.ca/connect](http://www.comoxvalleyrd.ca/connect)



[comoxvalleyrd.ca](http://comoxvalleyrd.ca)

## THANK YOU

While the CVRD and UBID have been focused on the transition ahead, we wanted to pause and reflect on the 60+ years of service by the Union Bay Improvement District. Thank you to all of the staff who have provided hard work and expertise over decades to maintain and supply services to the community. We want to also express our thanks to the many volunteers who have contributed their time and leadership as trustees of the UBID board. There is a long history of successfully providing critical services and achieving progress for the community that should not be overlooked.

To all who contributed to the details of this transition – thank you for your dedication and cooperation. It is a complicated task that has required hard work from many individuals.



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## Updates on Billing and Invoices

While much of the conversion will not be noticeable to residents, one of the most obvious changes will be the billing for these services. Bills will now come from the CVRD instead of UBID. Here's a few notes about what to expect:

### Water Bills

- May-June bi-monthly water service billing will be issued by the CVRD in mid-July. You will be issued a new customer account number with the CVRD in this bill.
- The CVRD is looking to revise Union Bay's current bi-monthly billing cycle to a quarterly billing to follow other water utility billings. This change could occur in either fall 2021 or early 2022. Watch for an update in your July bill.

### Parcel Tax

- A reminder to pay any outstanding 2021 parcel taxes will be included on the July water billing invoice.

### Payments

- The UBID bank account will close July 1st, therefore any payments will be required to be submitted to the CVRD after June 30th. Any outstanding amounts owed at June 30, 2021 will be transferred to the CVRD for collection.
- You can pay your bill by any of the following ways:
  - By phone (250-334-6000) using Visa/Mastercard
  - Online, telephone or in person via your financial institution using the account number on the invoice,
  - Mail to the CVRD main office (770 Harmston Avenue, Courtenay, BC V9N 0G8)
  - Drop off at CVRD or at drop box coming to the Union Bay Market
- The CVRD does not have a pre-authorized payment program. Please see options above to pay amounts owing to the CVRD from July 1st on, details will be included on the July billings.

## Questions?

Phone: 250-334-6000 Email: [communications@comoxvalleyrd.ca](mailto:communications@comoxvalleyrd.ca)

Visit: [www.comoxvalleyrd.ca/ubid](http://www.comoxvalleyrd.ca/ubid)



[comoxvalleyrd.ca](http://comoxvalleyrd.ca)