



IWA QUARTERLY

December, 1979 ✓

INTRODUCTION TO THE LOGO

You will notice that for the first time, an identifying logo heads this issue of the quarterly . The design was developed from designs submitted by three employees, Dick Derowitsch, Roger Ball, and David MacDonald.

The logo will be incorporated into a redesigned letterhead, and will be visible, in due course, on our vehicles. We hope that in time you, the membership, will come to recognize and identify yourselves with this visual symbol of your association.

RO PLANT UPDATE

The new reverse osmosis treatment plant is moving slowly but steadily toward completion. Over the past quarter, the building has been completed, site piping has been started and some equipment has been delivered. This equipment includes the well pump, product transfer pumps, the high pressure pumps, all the tanks except one, and the degasser. Early in January, we expect to receive the balance of equipment from Hydranautics Water Systems, our contractor. This will include the membranes and pressure vessels, switchgear, control panel, and all piping and instrumentation. Startup is still scheduled for early March, 1980, the original target date. Needless to say, the Directors and staff of IWA are all very excited about this new facility.

DELINQUENT PAYMENTS

During its formative years the Association enjoyed a "neighborhood" character and communication with members was very much between friends and acquaintances. We strive to preserve that character, but the impact of growth and burgeoning population is imposing prohibitive costs on our practice of reminding members by letter and phone when payment is overdue, and we must streamline operations, in fairness to all. The water bill is prepared by computer and shows a second line entry coded "BL" when there is an unpaid balance 30 or more days old. All members have been advised of water rates and penalty provisions. In the future the billing will constitute notice of delinquency and no personal warning letter will be issued.

IWA Rules and Regulations require that service be terminated when payment has not been made within 40 days. Henceforth, a warning notice will be issued showing the date after which service will be terminated. We urge that members planning extended absences make arrangements for the timely payment of their water bills. to avoid the expense and inconvenience of discontinued service

AFTER HOURS SERVICE CALLS

Increasing demands and aging lines mean increasing service needs. The Association is fortunate in having an exceptionally competent and dedicated team of distribution specialists. On a rotating basis these people are required to be on stand-by duty for service calls after business hours. Analysis establishes that most calls are in response to problems on the members' side of the meter. While our policy is to respond to all service calls as quickly as possible, costs not attributable to the system should be borne by the member. These costs, consisting of wages and transportation, average \$40, and that amount will be the standard charge henceforth until further notice.

Occasionally IWA service personnel have rendered courtesy maintenance service on properties of members. One recent such case resulted in capricious claims, pointing up that we are not licensed for such activity. So this too must cease. It is a regrettable but necessary action.

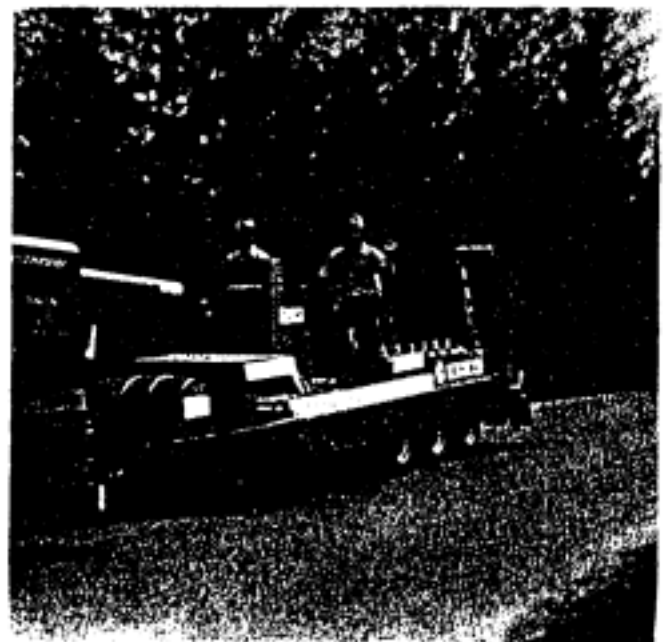
SPECIAL MEETING

On November 7, a Special Meeting of the members was held to consider three issues. Two of these issues were proposed at the last Annual Meeting and the third issue was added to the agenda by petition of 10% of the members. The proposal to provide for a nominating committee to select candidates for the Board of Directors of the Association passed. The proposals to increase the number of Directors and to grant preferential hook up fees for moderate cost housing on Sanibel failed.

These issues were decided by approximately 40% of the memberships, in person or by proxy ballot. Your VOTE is your voice in the conduct of IWA affairs, in which you have a stake. Your Directors are counting on your participation for their direction. Take every opportunity to VOTE.

Costs to the membership for this meeting were \$4,470 plus 78 hours of members' volunteer time.

Your Association's entry in the Sanibel 5th Anniversary Parade was a portable electro dialysis plant provided by Ionics Corp. of Watertown, Massachusetts. It was actually making potable water as the trailer passed down Periwinkle Way - a small scale version of the main plant.



CASH OPERATING EXPENSE	1st 11 Months, 1979	Budget, 1979
Salaries & Wages	\$ 328,177	\$ 340,000
Taxes	22,417	24,000
Professional Fees	44,871	65,000
Utilities	202,777	175,000
Gasoline, Oil, & Fuel	6,785	10,000
Insurance	49,437	40,000
Office Expense	37,365	32,500
Repair, Maint, Supply	235,606	352,800
Customer Service	12,788	10,000
Inventory Purchases	(31,354)	120,000
Water Purchases (GPIWA)	190,877	200,000
TOTAL OPERATING EXPENSE	\$1,099,746	\$1,369,300

Sincerely,

THE ISLAND WATER ASSOCIATION, INC.

John B. Cook
 John B. Cook, President

The quarterly cumulative statements of operating expenses have been modified to allow a one month lag in the interest of more timely reporting. Thus the following shows results through May, 1979.

	<u>1st 5 Months, 1979</u>	<u>Budget, 1979</u>
<u>Total Cash Operating Income</u>	<u>\$1,003,777</u>	<u>\$1,889,500</u>
CASH OPERATING EXPENSE		
Salaries & Wages	\$ 126,174	\$ 340,000
Taxes	9,100	24,000
Professional Fees	23,578	65,000
Utilities	85,333	175,000
Gasoline, Oil, Fuel	2,577	10,000
Insurance	20,633	40,000
Office Expense	13,848	32,500
Repair, Maintenance & Supply	115,127	352,800
Customer Service	3,665	10,000
Inventory Purchases	(19,491)	120,000
Water Purchases (GPIWA)	127,419	200,000
<u>TOTAL CASH OPERATING EXPENSE</u>	<u>\$ 507,963</u>	<u>\$1,369,300</u>
<u>Net Operating Income</u>	<u>\$ 495,814</u>	<u>\$ 520,200</u>

Sincerely,

THE ISLAND WATER ASSOCIATION, INC.

John B. Cook
 John B. Cook, President
 Board of Directors