



IWA PIPELINE



WINTER 1988

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How do we spell relief

Every once in a while one of our customers will get a water bill that is much higher than normal — in some cases over \$1,000! It's usually due to a leak in the customer's system, a malfunctioning toilet or some water tap left on during an extended absence.

Three years ago IWA decided to offer relief in these cases. Five conditions aimed at preventing abuse were set up. If these conditions are met IWA recalculates the water bill.

1. If the unusual water consumption is equal to at least twice that customer's average usage, and at least twice the usage for the same period in the previous year.
2. If the water meter has not gone unread for any reason for more than one billing period before the loss.
3. If no water loss adjustment has been made within the previous 18 months.
4. If the customer certifies that the water loss was actually unknown to him.
5. In the case of a loss that occurs over an absence of 60 days or more, if the customer certifies that he took reasonable precautions to minimize water loss such as shutting off the main water supply valve and securing the home against vandalism or other circumstances that could result in a water loss.

The user pays twice the amount of the average bill for the property over the past year at the regular rate. The remaining usage is billed at the base cost of treating water: electrical energy, chemicals and commodities plus 10%. Labor, depreciation and overhead are not charged.

The process may sound complicated but when it has been applied it has brought welcome relief to those who have had the shock of getting a bill for a significant water loss.



Meet your meter

We thought you might like to know how your water meter works and why it is so accurate. Your meter is like a pump working backwards. The water actually enters the pump chamber, is momentarily sealed inside and then ejected on its way. In that way it measures the water with total accuracy.

The water passing through the meter turns the dials that register the gallons consumed. If no water is passing through the meter it cannot turn those dials (if you see your meter dials turning when all of the water in the house is shut off, you definitely have a leak).

Of course, like any machine there is wear over a period of time. The good news is that wear is on your side. The more wear, the more water that gets by without being measured. That's why we regularly check meters for their accuracy.

How sweet it is

For a year and a half IWA has been working on a system to get rid of our occasional embarrassing rotten egg smell at its R.O. Plant. The odor was caused by hydrogen sulfide which is present in all well water. IWA had been removing this gas from the water and exhausting it into the air. When the wind was just right it could make parts of San-Cap Road unpleasant indeed.



Now, after months of planning, design and construction, IWA has installed a hydrogen sulfide scrubber that converts the hydrogen sulfide into harmless chemicals that can be combined with the concentrate stream.

For the past month the scrubber has been on line while it underwent final tuning procedures.

The new system will cost about \$34,000 a year to operate — about 5 cents per 1,000 gallons. That's a small price to pay for the sweet smell of success.

IWA wants you for Director Candidate!

Your water association is governed by a five person Board of Directors who serve without pay. Two or three directors are elected each spring. Directors must be year-round residents of Sanibel or Captiva and they must be IWA members or officially represent a local condominium association or other corporate IWA member. Board members serve two-year terms with a limit of three consecutive terms.

Each February a slate of recommended directors is announced by an independent nominating committee. Qualified individuals who are willing to serve are invited to send a brief resume to: IWA Nominating Committee, P.O. Box 509, Sanibel, FL 33957 before February 1, 1988.

Computer-ease

IWA has recently developed a computer program that allows us to make a daily evaluation of the performance of our reverse osmosis membranes. The program helps us to tune the system for highest efficiency and allows us to predict more accurately when we will have to buy new membranes.

Welcome aboard

We'd like to welcome three new members of the IWA crew — Ron Leavitt in Distribution; Janet Lutz, secretary/receptionist; and Mike Miller, Building and Grounds Maintenance.

We're pleased to pipe you aboard.

Financial: These figures represent the unaudited accounts as of Dec. 31, 1987

	TWELVE MONTHS OF	
	1987 Budget	Actual Receipts
RECEIPTS		
Water Sales	\$3,060,000	\$3,210,432
Interest	40,000	61,183
Other Receipts	5,000	24,423
Connection Fees	400,000	398,525
TOTAL RECEIPTS	\$3,495,000	\$3,694,563
Carryover		774,760
TOTAL FUNDS		\$4,469,323
	TWELVE MONTHS OF	
	1987 Budget	Actual Disbursements
DISBURSEMENTS		
Wages and Benefits	\$1,079,206	\$1,009,352
Professional Fees	81,700	79,786
Electricity	576,000	535,398
Telephone	13,800	15,547
O & M Service & Supply	476,250	444,054
Motor Fuels	14,000	12,867
Insurance	105,500	94,194
Postal Charges	11,000	9,761
Travel, Training, Conferences	24,700	20,115
Debt Repayments (Farmers Home Admin.)	300,468	300,468
Capital Expenditures	1,014,861	635,128
Contingency Fund	20,914	0
TOTAL DISBURSEMENTS	\$3,717,399	\$3,156,668
EXCESS OF FUNDS OVER DISBURSEMENTS		\$1,312,655
LESS RESERVE REQUIREMENTS & CONTRACTUAL OBLIGATIONS		\$782,592
NET AVAILABLE FUNDS		\$530,063

William D. Angst

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President