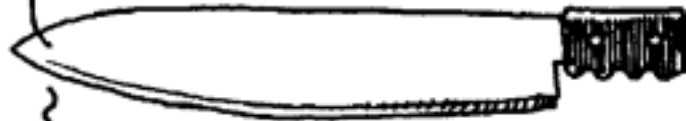




VOLUME 16, ISSUE 1

Time to trim down!



No, we're not talking about a new diet. We're talking about all that brush around your water meter. We know it's time for a trim when our meter readers request machetes as standard equipment.

So, please...before we have to arm our people, trim around your meter so we can get the readings quickly and accurately.

Call for participation

The recent hearings before the Board of County Commissioners and the two "workshops" held by IWA demonstrated that a number of our members would like to participate actively in the operation of the corporation.

Everyone who has expertise in the utility business or vaguely related enterprises is hereby invited to volunteer for service. Write or call John Middlebrook, IWA's Administrative Supervisor, and make known your willingness.

Some committees of volunteers are established annually, for example: a Nominating Committee to fill vacancies on the Board of Directors and the Tellers Committee for the Annual Meeting in April.

Perhaps you would like to be elected to the Board. If so, file a resume with Mr. Middlebrook. There is a surprising backlog of members who would like to serve.

President's Commentary



Thomas A. Sharp

"We are on automatic."

These were the confident words of our General Manager, Robert Hollander, when I consulted him as Hurricane Andrew struck South Florida.

Being "on automatic" means little to the average member of The Island Water Association. Yet for the distribution system to be capable of functioning without electricity from Lee County Electric Co-op, and with the entire staff secure off-island represents many years of planning and considerable capital outlay. While Andrew was not a severe test of our capabilities, it proved that our Disaster Preparedness Plan is successful and operational.

Indeed, our Disaster Preparedness Plan is a manual 29 pages long. Peter Wilson, our Production Supervisor, revises and reviews the Plan every year to make sure it is kept up-to-date.

It is the policy of IWA management to learn from disastrous hurricanes in other areas. For example, technical staff and operational personnel were sent to Galveston, Texas, in August 1983 (Alicia) and to Charleston, South Carolina in September 1989 (Hugo) to observe the wreckage, talk to local authorities and listen to lessons of experience.

Our objectives are not only to protect the facilities but also our employees. All activities from time frame Code Yellow through Code Black are coordinated with the Sanibel Emergency Operations Center (EOC) through well established radio

communication networks.

The morale of our staff is high. Everyone is well trained and has assigned duties. Even if evacuated or off-duty, each one is subject to call. If damage is to be repaired everyone can be counted upon to return quickly, to work around the clock and to restore normalcy.

Needless to say, IWA is dependent upon the Lee County Electric Cooperative for desalinating our well water. Until power is restored, our 12 million gallon reserve will have to do.

Returning to the first point, what does it mean to be "on automatic?" Briefly:

- A. Production plants are shut down.
- B. Valves to the main storage tanks are closed and pumps are turned off.
- C. The Dixie Beach Tank (2 million gallons) and the Wulfert Tank (2 million gallons) will be the sources for water throughout the two islands. Each of these tanks has its own propane engine driven pumps and together they will supply the demands until the tanks are emptied either by consumption or broken pipes. The propane engines start and change speed automatically through pressure sensors.

Fortunately none of our pipes broke.

A membrane worth a train

For many years the islands have been a testing ground for the membranes used in the reverse osmosis process.

FilmTec (a subsidiary of Dow Chemical), the leading producer of these membranes has found IWA the perfect place to test the latest innovations. In many cases this has meant significant savings on the cost of the membranes for IWA. In return IWA has been willing to provide FilmTec with precise data on the performance and durability of the new membranes.

The result of all this testing has paid off with a new line of membranes from FilmTec that offers increases in production of 15% or more. Multiply that 15%

increase by our 6 trains (reverse osmosis units) and you can see that the new membranes increase our production almost as much as if we were to install the seventh train which had been planned for this year.

Of course, there's still much further to go with this research. When IWA first went into reverse osmosis 12 years ago the process was in its infancy...a Model T Ford so to speak. Today we may have arrived at the age of the V-8. In the next 10 years we hope to see the technology improve to such an extent that IWA will be able to keep pace with island growth without costly investment in new production facilities.

Meet Jack Middlebrook



Jack Middlebrook has come a long way. All the way from Seattle, Washington to Sanibel/Captiva. Along the way there were four years at the University of Washington, 20 years in the U.S. Air Force, where he was chief navigator of a wing of the Military Air Command in Charleston, S.C., and finally a chance meeting in Charleston with Larry Snell, then manager of IWA, who asked him if he'd like to go to work in paradise.

That was 1976 and Jack has been enjoying paradise very much, thank you, ever since.

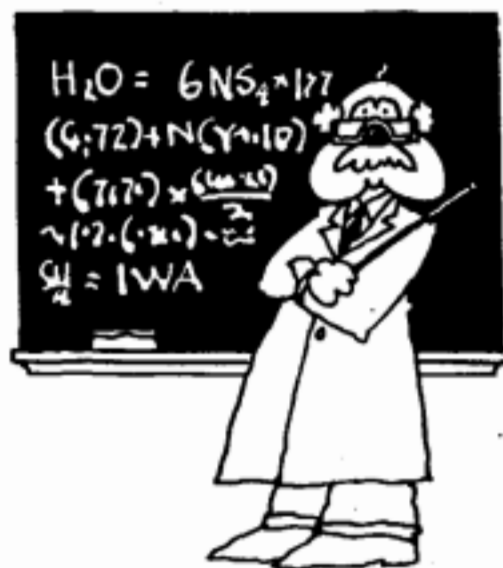
Now Jack lives in Fort Myers with his wife Glenda. His two children, Eric and Lara, are in college.

As Administrative Supervisor of IWA Jack has plenty to do dealing with billing and collections, customer relations, employee records and a lot more under the heading, General Administrative duties.

When he's not hard at work trying to keep up with college tuitions he enjoys classical music and plays the keyboard of his computer. He has also served as president of the Sanibel/Captiva Retired Officers Association.

Jack's philosophy is simple — appreciate and enjoy each day as best you can. He seems to have found one of the best places to do just that.

Here's your quarterly quiz



1. Your water bill has three dates printed on it. Can you name them and what they represent?
2. Our government says that any community water system serving more than 10,000 people, but less than 100,000, must do lead/copper testing in at least:

A. 5 homes	C. 100 homes
B. 60 homes	D. 250 homes
3. How many gallons of water does it take to manufacture an automobile?

A. 300	B. 6,000	C. 30,000
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4. IWA's Purchasing Department has a computerized list of the vendors from whom it buys materials, chemicals, spare parts and equipment. About how many suppliers are listed?

A. 50	B. 300	C. 600	D. 900
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(see answers on back page)

...and here's an even bigger quiz!

With IWA putting its Electrodialysis Plant in mothballs (or more accurately, formaldehyde) a big question arises...what to do with an empty 8,000 square foot building.

Our staff has lots of ideas from 'A' for acceptable to 'Z' for zany. Here are just a few.

- An indoor/outdoor storage center for the islands.
- A skating rink (roller skating, that is).
- A plastic shell factory to re-stock our beaches.
- A bowling alley or indoor tennis court (no lobs, please).
- Indoor track for all-weather jogging.
- Indoor flea market.
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We're sure our members have other (and hopefully, better) ideas. We hope you will drop us a line with your ideas on possible uses for the old E.D. building.

"Licentiousness" of IWA Staff

Here's the latest on licenses for our staff.

Ron Leavitt, Distribution, has received his "A" Distribution Certificate.

Production personnel who have received Water Plant Operators licenses recently: Frank Yearty - "B", Mike Gannon and Pat Henry - "A".

Former trainees Robbie Smith and Jon Gasaway have both received their "C" licenses.

Congratulations!

Answers to quarterly quiz

1. "Service To Date" — The date the meter was read.
"Billing Date" — The date the bill was prepared and mailed.
"Due Date" — The date payment is due on your account.
2. The correct answer is B - 60 homes.
3. An automobile coming off the assembly line ~~represents~~ the expenditure of at least 30,000 gallons of water — 20,000 needed to produce its ton of steel and 10,000 more used during the actual assembly process. Many thousands more are involved in the manufacture of its plastics, glass, fabrics and other parts. Every gallon of gasoline poured into the tank may represent as much as another 70 gallons of water used in refining.
4. C. More than 600 vendors located all over the United States supply the equipment and components required to support the production, distribution and operation segments of our company.