

**FAREWELL JAY! CONGRATS NIC!  
WELCOME BRIAN!**



On June 10<sup>th</sup>, long-time employee Jay Bourne announced his retirement. Jay, our Maintenance Supervisor, joined IWA back in 1974 at the ripe old age of 19. By the time he left us, he had nearly 30 years of Company service, an all-time record for IWA. Jay and his wife, Caron, and their two daughters, Rachel and Bridget, have moved to Tennessee, where they plan to live the easy life ... for a while at least, until they get bored. We understand that Dolly (P.) threw them quite a welcoming party at her park, but we are sure that it was not nearly as impressive as the departure party we threw for them at Cassidy's Irish Pub in Fort Myers. Everyone at IWA will miss Jay, and we wish him and his family all the best in their new life!!

Nic Weber, formerly our Maintenance Technician has been promoted to Senior Maintenance Technician, where he will assume the duties of Jay's former position. Nic has been with IWA since July 2000. Nic and his wife Tammy, their daughter

Kayla and son Kyal live on Sanibel. Everyone at IWA wishes Nic continued success in his new position!!



Brian Taylor has joined IWA as our Maintenance Technician, assuming the duties of Nic's former position. We will provide more information about Brian (and his picture) in a future newsletter edition, after we get to know him. Welcome to IWA Brian!!

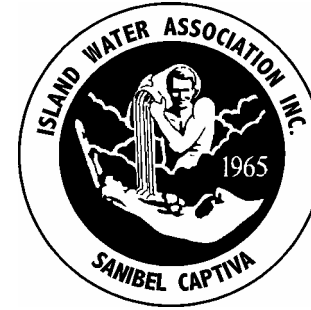
**QUIZ ANSWERS**

The following answers to the Lizzie Quiz were provided by Lizzie herself:

1. How much do I weigh? You must be kidding!! It is impolite to ask a lady how much she weighs!!
2. (A) 32 of 33. I'm still working on training the new guy.
3. (D) None of the above. Why would I waste the 24<sup>th</sup> hour?
4. (A) I drink only tap water. Bottled water leaves a really nasty after-taste in my mouth.

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**IWA  
PIPELINE**



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**WATER CONSERVATION UPDATE**

In the last issue of this newsletter, we discussed IWA's extensive water conservation program. We also pointed out that Members who consume excessive amounts of water may cause a water shortage situation. That could require us to expand our treatment/storage/distribution facilities, which would, in turn, result in a water rate increase for everyone ... something that we are trying to avoid for as long as possible.

Since we published the last newsletter, we have had an ongoing dialogue on this subject with various community and governmental groups, media representatives and Members. We appreciate all the opportunities to publicize this important subject. However, as we do so, it becomes very apparent that most people do not realize the extent of the problem. Following are a few statistics that we hope will help you to better understand our concerns:

- In the single month of April 2003, the top 20 highest single-family residential Members used from 92,000 to 353,000 gallons, with an average of 135,000 gallons (12 on Sanibel, and 8 on Captiva).
- In the same month, the top 20 highest multi-family residential (condominium) Members used from 630,000 to 1,486,000 gallons, with an average of 942,000 gallons (15 on Sanibel, and 5 on Captiva).
- However, multi-family consumption looks very different, if we analyze it based on usage per unit (door). On that basis, consumption ranges from only 5,000 to 14,000 gallons, with an average of 10,000 gallons.
- The average single-family residential Member used around 15,000 gallons during the same period. It will take the average user nearly two years to use as much as the highest user did in just one month!!!!

Perhaps to put the situation in more meaningful terms, the highest single family user received a bill in April for \$1,928.90, which equates to over \$23,000 on an annual basis. The average user's bill for the month was only \$61.25.

Driving around our islands, it would be easy to conclude that the large new houses which we see being built are causing this problem. However, our analysis of the problem indicates that house size is a minimal factor. Instead, it's the extensive landscaping and the resulting massive irrigation systems that are causing the problem. Similar to house size, it is not the type of plants that are causing the problem, but rather the design of the irrigation systems and their operating parameters. We reviewed one proposed irrigation system that had over 500 sprinkler heads and would have consumed around 20,000 gallons in one cycle, conservatively assuming each zone operated only 15 minutes. Clearly that is excessive, and we were able to get the irrigation company to scale the system down before it was actually built.

Another indication of the problem is the increasing number of times new Members are requesting larger than normal water meters. In the past, single-family residential Members almost always installed a 5/8 inch meter. Now one inch meters, which can pass 3 times as much water, are becoming the norm, primarily driven by larger irrigation systems. We have also received requests for 1 1/2 and 2 inch meters, the latter of which can pass 10 times the water of a 5/8 inch meter!!! In March of this year, the IWA Board of Directors limited single-family Members to no larger than one inch meters.

It is also interesting to note that a new 5/8 inch meter connection costs \$2,175; a one inch costs \$6,066, and a two inch costs \$19,690. This additional cost sometimes does not seem to be a very effective deterrent on our islands, as is also the case with \$1,900 monthly water bills.

Since the time we issued the last newsletter,

our Engineering Manager, Rich Calabrese, has obtained a grant from the South Florida Water Management District (SFWMD) to further expand our conservation program. Rich is developing a program whereby we will individually contact our highest water users and offer them a free analysis of their water consumption and work with them to reduce their usage. If we find that they do not already have a rain sensor installed on their irrigation system, we will provide one. All costs for this expanded conservation program will be split 50/50 by IWA and the SFWMD.

As part of this new program, we have also received a new order of IWA T-shirts, emblazoned with a picture of our mascot, Ozzie the Otter, and the motto, "Save Water – Wear Something Dirty." We sell these T-shirts in our offices for the bargain price (our cost) of only \$5.00, with the only requirement being that wearers heed the motto and never wash them. Alternatively, if your monthly water bills are over \$200, call Rich and join our new conservation program described above, and he will give you a free T-shirt. Our Accounting Coordinator, Jan Krisman, is shown below modeling one of the T-shirts. Stop in and buy a few for you and all your friends to help spread the word about water conservation.



At IWA, we stand to gain nothing financially by encouraging water conservation as we have been doing. In fact, our revenues will fall if people conserve more water. To some extent that is offset by reduced operating costs, but the net effect on our earnings is still downwards. This, plus continuing inflation, will eventually result in the need for a water rate increase. However, the more water we conserve, the longer we can delay that eventuality. At least as importantly, conservation of a valuable, finite resource like fresh water is just the right thing to do! We live on fragile barrier islands, surrounded by salt water. Pouring excessive amounts

of fresh water on the ground to achieve lush landscapes wastes the resource and restricts the amount available for more vital uses. Unless we collectively begin to better recognize these facts, we are going to need expensive upgrades to our water system, for which we all are going to have to pay.

## **ASR ... THE BEST CONSERVATION ALTERNATIVE??**

Despite our pleas to our Members to conserve more water (see above), we realize that we are eventually going to have to increase our capacity to supply water. We have no intentions of sitting back and waiting on a water shortage to occur before we start analyzing our alternatives to determine the most attractive way in which to do that.

Our water demand pattern on the islands is highly seasonal. In 2002, we used 3.5 million gallons per day (MGD) on average, but our peak day was over 5.2 MGD. We also had 10 consecutive days where water demand averaged 4.73 MGD, which is in excess of our production capacity of 4.66 MGD.

This seasonal demand pattern in fact may point the way to the most attractive alternative for increasing our capacity to supply water. If we can find an economical way in which to store the excess water during low-demand days for use on peak days, we can smooth our demand pattern and make the most effective use of our treatment capacity. The problem with this alternative is that we will probably need to store a couple hundred million gallons of water to have the desired effect. If you have ever looked at the two huge tanks at our Plant site, which hold a combined 10 million gallons between them, it is easy to conclude that above ground storage tanks for 200 million gallons of water would be impractical, enormously expensive, and a huge eyesore on our islands.

However, there is a much cheaper, more secure and almost invisible alternative known as Aquifer Storage and Recovery, or ASR. In an ASR system, potable water or partially treated water is pumped underground into a porous rock layer, or aquifer, during periods of low demand, when we can produce more water than our Members are using. Then when Member demand exceeds our treatment plant capacity, the water can be pumped back up and chlorinated, after which it will add to our total water production capacity. ASR wells also have the additional benefits of providing a very secure way to store water, and a back-up in the event of a prolonged treatment plant outage.

An ASR system would not be cheap, at \$1 to \$1.5 million, but it may be by far the most attractive and cheapest alternative for increasing our system capacity. Aquifer Storage and Recovery systems are becoming quite common throughout Florida for this very reason.

By the time this newsletter is issued in September, we should have the results of a study which investigates the feasibility of ASR. Preliminary indications are that it will prove to be an attractive alternative. If that is the case, we plan to proceed with permitting activities, which should take another 6 to 10 months. After the permit is obtained, we will have 5 years to implement the project. We expect to delay that decision as long as possible, at least until after the City of Sanibel commissions its new reuse water system, which should take some of the irrigation load off of our system and give us a little more breathing room.

## **PARDON OUR MESS!**

This year, IWA is continuing its program of upgrading our water mains. We identify those mains which are most susceptible to breaks and upgrade a few of the worst ones every year. This program compensates for the natural aging of our distribution piping system and helps to prevent main breaks, and the resulting property damage and water outages.

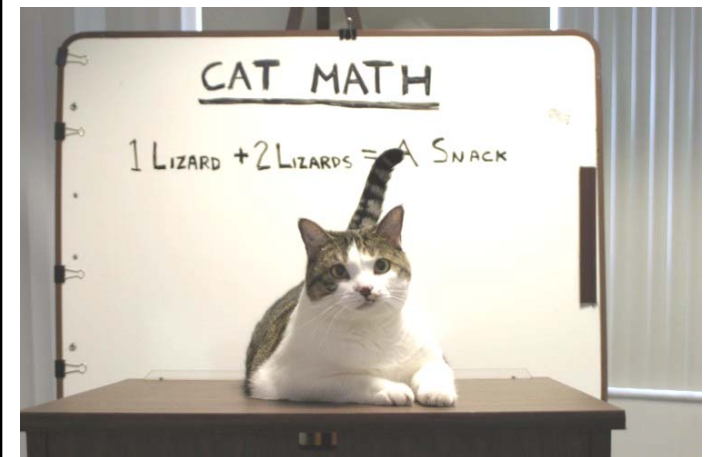
At the time this newsletter was being written, we had already completed projects in the Gumbo Limbo subdivision and on Robinwood Circle. Work was underway on Dinkins Lake Road/Blue Crab Court. After we finish that project, we plan to move on to Wild Lime Drive/Brainard Bayou Road and Tahiti Drive/Jamaica Drive. We apologize in advance to Members who live in the areas affected by these projects. Construction projects always involve some disruption and unsightly messes. We will do our best to minimize such problems.

If you live in one of the affected areas described above, it is important to understand that these projects are not just as simple as digging a trench and putting a new pipe in the ground. Usually, that is the easy part! There are many other steps we must take before the project is complete, including: (1) pressure testing, (2) disinfecting, (3) connecting Members to the new main, and (4) restoring landscaping and roadways to as close as practical to their original conditions. If we are working in your neighborhood, and you have any questions, please feel free to call our Engineering Manager, Rich Calabrese on (239) 472-1502. Thanks!

## **WE DID IT AGAIN!!**

IWA recently received notification from the Florida Water and Pollution Control Operator's Association (FW&PCOA) that we were chosen to receive two safety awards, recognizing the Association's continuing outstanding safety record in both our Production and Distribution Departments, along with the company's overall safety program for the year 2002. The awards were presented on August 13, 2003 at the FW&PCOA Awards Banquet in Fort Pierce. In 2002, IWA also received awards for the "Outstanding Membrane Treatment Plant" from the Southeast Desalting Association; the "Operations Excellence Award" from the Florida Department of Environmental Protection, and another safety award from the American Water Works Association. Congratulations to all IWA employees who made these awards possible!!

## **LIZZIE QUIZ**



For new readers of this newsletter, Lizzie is IWA's (spoiled) office kitty.

1. How much does Lizzie weigh?  
(A) 23 lbs., (B) 18 lbs., (C) 13 lbs., (D) 10 lbs.
2. Out of 33 employees, how many feed Lizzie every day?  
(A) 32, (B) 21, (C) 12, (D) 6
3. How many hours a day does Lizzie sleep?  
(A) 23, (B) 17, (C) 12, (D) None of the above
4. What kind of water does Lizzie drink?  
(A) Tap water, (B) Bottled water

(See quiz answers at the end of this newsletter.)