



IWA PIPELINE



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Your 2012 Island Water Association Board Members



Gary Dutton
Vice President

Jack Cunningham
VP/Treasurer

Bill Carr
President

Jim Griffith
VP/Secretary

Tim Gardner
Vice President

2012 ANNUAL MEETING

On April 9th, 2012, The Annual Meeting of The Island Water Association, Inc. (IWA) was held at the Association's offices, located at 3651 Sanibel Captiva Road.

Board President, Robert Lindman, presented his President's Report pertaining to the state of the company. Mr. Lindman noted that revenues have increased steadily since 2009, while O&M expenses remain flat. He stated that electricity costs for IWA actually have decreased 5.5% since 2009, reflecting the savings realized from replacing our transfer pumps in 2009 and a portion of our well line in 2010. Fuel prices, on the other hand, have been very volatile, while chemical costs continue to rise.

Mr. Lindman recognized the stability of IWA, with no employees leaving in 2011. IWA actually filled five vacant positions in early 2012, preparing for a turnover of older employees in the coming years.

President Lindman concluded his time at the podium by reflecting on his six years as part of the IWA Board of Directors, the last as President.

Vice President/Treasurer, William Carr, presented the Treasurer's report. He reported that IWA is a financially sound company. Mr. Carr then stated that IWA's revenue in 2011 was up from 2010, at \$7.1 million, while total disbursements were \$6.3 million. Copies of IWA's 2011 Audit and 2012 budget were made available at the meeting and are available upon request at IWA's front office.

Next, General Manager, Rusty Isler, who will be retiring on June 18th after 32 years of service to IWA, gave his presentation of IWA's operations and accomplishments in 2011. Mr. Isler started by highlighting the company's exemplary safety record of over 4,000 days without a lost time incident. He then described how produced water has been declining in recent years, largely due to water conservation efforts and the poor economy, but actual-

ly increased 6% from 2010 to 2011. Revenues have increased slightly since the 2009 rate increase.

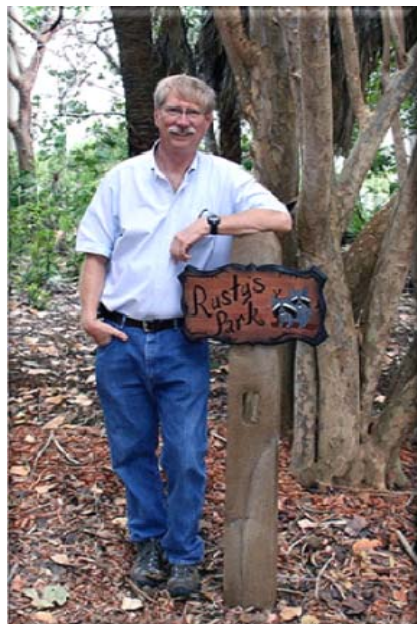
Next, Mr. Isler introduced Assistant General Manager Don DuBrasky as IWA's next General Manager, following his June retirement. Mr. DuBrasky detailed the scheduled capital projects for 2012 which include replacing all of the aging water mains and services in the Dunes neighborhood, and continuing the Badger AMR meter replacement program, along with other smaller projects.

During the meeting, the Board voted the 572 proxy and 2 live votes cast for Jack Cunningham and Tim Gardner, who were selected by IWA's Nominating Committee. Mr. Gardner replaces Mr. Lindman and Mr. Cunningham was re-elected. After the meeting, the Board met in Executive Session to elect William Carr as President. Jack Cunningham was elected VP/Treasurer and James Griffith was elected VP/Secretary, with Tim Gardner and Gary Dutton both elected Vice Presidents.

GOODBYE FROM GENERAL MANAGER, RUSTY ISLER

I began my career at The Island Water Association thirty-two years ago, when construction of the Reverse Osmosis Plant was being completed and phase-out of the

original Electrodialysis water treatment plant was just beginning. I have made the beautiful causeway commute over 7,000 times since joining IWA. A lot of water has flowed under the bridge, or should I say through our pipes, over those years?



Rusty Isler

I started my career at IWA as a purchasing agent back in 1980. For many years I was the Information Services and Administration Manager. The last five years, I have had the privilege of serving as General Manager. In light of a recent medical challenge, I have decided it is time for me to retire and pass the torch/shovel.

It is with mixed emotions that I am retiring from an organization that has been a second family to me and such an important part of my life. I am excited

about the promise of travel and quality time with close family and friends that retirement holds for me. Travel has always been a passion for me. I have already printed a batch of retirement business cards that say "Actively Retired. Have Passport Will Travel." I will be knocking on the doors of many of my friends scattered around the country and methodically wearing-out my welcome at each place.

The IWA Board of Directors has named Don DuBrasky to succeed me as the next General Manager. Don has over 17 years of IWA service, and I have worked closely with him over the past six years. Don has the management experience, job knowledge, and work ethic to do an excellent job in his new role as GM. Don's tool bag also includes a heavy portion of common sense and great people skills. Good luck Don. I am sure you will enjoy the GM position as much as I have.

I would also like to take this opportunity to thank all of my fellow IWA employees, managers, and directors that have been so supportive and helpful to me over the years. IWA has been such an important part of my life, and it has been fun! How cool is that! I will always cherish my time at IWA and all the great people I have worked with over the past thirty-two years. I could not be more proud of having been part of IWA's growth, development, improvements, and all the changes in technology over the years. A heartfelt thanks and goodbye to you all. -Rusty

STORM SEASON (PREPARATION)

By the time this newsletter is issued, it will be hurricane season 2012. We have completed our annual update to our Emergency Response Plan which includes our hurricane plan. Our emergency supplies and food pantry have been restocked and we have replenished our emergency reserves, as we do every year. IWA is as ready as we can be; however, we certainly hope that all of our preparations prove unnecessary this year.



We like to encourage our members to turn off their house valves when they leave the Islands for storms or extended periods of time. Water breaks and leaks outside can be water wasteful and expensive. Water leaks inside an unoccupied home

can be disastrous. Failed dishwasher, washing machine, and ice maker hoses can all lead to a very bad day inside an unoccupied home. There is one good side to storm season—more RAIN—and hence lower water consumption and increased water conservation!

THE DUNES MAINS REPLACEMENT



Map of construction progress in the Dunes

The Dunes Mains Replacement Project got under way in mid-April, starting near the clubhouse and working west. Locating existing utilities took longer than expected. If a definite location of a particular utility cannot be established before digging, the utility must be “pot-holed” or hand dug and exposed for a positive ID. While work is progressing on Sandcastle Rd. a second crew is installing pipe on side streets. As of this printing, pipe laying is complete on Causey Court, Sanderling Circle, and on Sandcastle from the tennis courts to Sanderling Circle. You may also notice a “boring” machine, a funny looking tractor with a rack full of metal pipes



Dunes Pipe laying

tilted toward the ground, in the neighborhood. This machine can accurately bore a pipe under a roadway, and is being used to make service connections to water meters when the main pipe is on the opposite side of the road as the meters.

A link to a page listing construction schedules and a map showing the progress of construction can be found on the home page of our website, www.islandwater.com. It is updated weekly.

5MG STORAGE TANK REPAIR

An article in the Spring 2011 *IWA Pipeline* described how we perform periodic inspections of our storage tanks. The tank we inspected for that article is one of the 5MG tanks at the RO Plant. During this inspection a few patches of crumbled plaster were discovered on the interior wall. IWA contracted with Smallwood/Williams Construction, one of the original builders of our tanks, to repair the



Storage Tank Repairs

blemishes. The tank was drained on May 5th and the repairs were accomplished over a three day period. While the tank was empty, one more potential problem area was discovered and repaired. After repairs were completed the tank was refilled and bacteriological samples were taken for testing. The tank passed the tests and was put back on line on May 17th.

MEET OUR NEW EMPLOYEES

The following three new RO Plant employees have passed their probationary periods and are now considered Level I Plant Operators. They are still undergoing extensive training and it will be at least a year before they can sit for their Class “C” licensing tests.

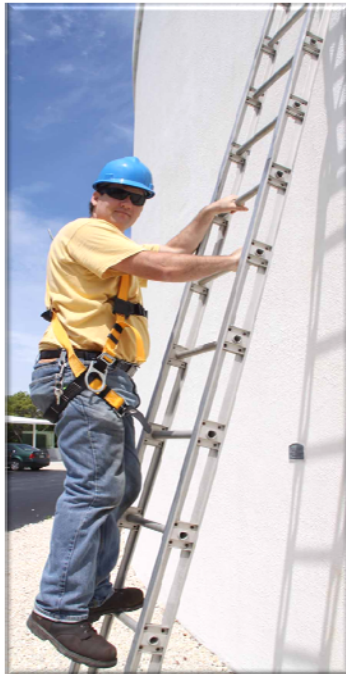
Cliff Taylor grew up in Albany, Georgia, and currently lives in Cape Coral, where he enjoys fishing and barbecues. He looks forward to learning the intricacies of the RO plant, and to working with the great people he is training with.



Bryan & Cliff

Bryan Nespoli was born in Wappinger Falls, New York, graduated High School in Cape Coral, where he currently resides, and attended Florida Gulf Coast University. Bryan likes the island environment and the people he is working with. When not at work, he enjoys hanging out with friends, soccer, tennis, and boating.

Gus Dowd hails from Petersham, Massachusetts, but now lives in Fort Myers with his wife and three children. Gus enjoys numerous outdoor activities, including camping, fishing, and golf. He is already beginning to enjoy the family oriented atmosphere at IWA.



Gus climbing a tank

BOARD RECOGNITION DINNER



Outgoing Board President Bob Lindman and family at Normandie's

On April 10, a dinner party was held in honor of outgoing Board President, Bob Lindman. Bob has completed his third two-year term on the Board. He served as President of the Board from 2011 to 2012.

CONSUMER CONFIDENCE REPORT

The 2011 edition of IWA's Annual Drinking Water Quality Report also known as a Consumer Confidence Report (CCR) is included as an insert with this newsletter. Combining the two documents helps minimize our postage costs. This EPA-required annual report covers our water quality for 2011. IWA's water meets and exceeds all water quality standards, as has always been the case in the past. Please read over this information, and if you have any further water quality-related questions, just give our Production Manager, Pat Henry, a call on (239) 472-2113 (extension 122).



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