

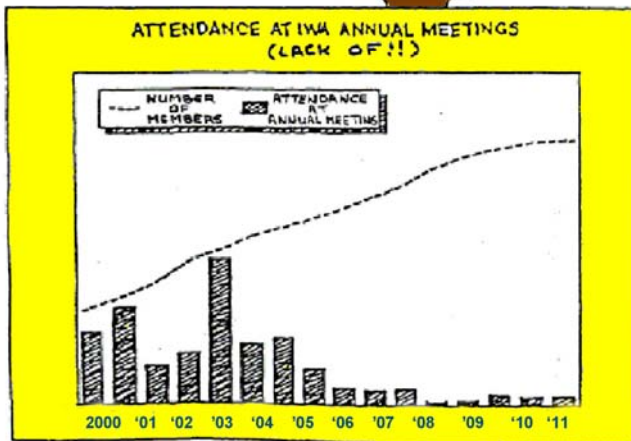


IWA PIPELINE



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Y'ALL COME, Y'HEAR!



This year, IWA's Annual Meeting will be held on Monday, **April 8th, 2013** at 10 a.m. in our offices at 3651 Sanibel Captiva Road. Those wishing to participate in person and/or cast ballots at the meeting must register at the teller's table between the hours of 9:00 a.m. and 10:00 a.m. at the meeting location. In the event you will not be in attendance, please sign and print your name as it appears on your bill, on the enclosed proxy card. Mail your proxy to the Head Teller. It must be received by Friday, April 5th, 2013. Further materials relating to this meeting are enclosed with this Newsletter. **PLEASE** vote your proxy and return it to us as soon as possible.

The Nominating Committee met on January 23rd, 2013 to select candidates for the four vacancies on the Board of Directors this year. Mr. James Griffith and Mr. Gary Dutton, current Board Members, were nominated for their second two-year terms. Mr. Ralph Sloan was nominated to

complete the second half of Mr. Tim Gardner's first two-year term. Next year Mr. Sloan will be eligible for three two-year terms. Mr. Paul Garvey was nominated for the open position created by Board President Mr. Bill Carr's retirement. Brief résumés for the nominees are enclosed on a separate sheet.

We will have the customary coffee and doughnuts available before the meeting begins. Also, as has been the case at the last few Annual Meetings, we'll be happy to give everyone a tour of our facilities after the meeting is over. We encourage all attending Members to take advantage of this opportunity to see where and how our drinking water is processed here on the Islands and to meet some of our dedicated employees.

So mark your calendars for April 8th and plan to attend. We'd like to see **YOU** at our Annual Meeting this year! It will be a great opportunity to learn about your water company and the issues and challenges we face in providing safe and reliable drinking water to Sanibel and Captiva Islands. All of our Members own a part of IWA, and this is your chance to participate in its operation and to ask whatever questions you may have.

BYLAW AMENDMENTS

Included with this newsletter are two proposed amendments to IWA's Corporate Bylaws. The amendments deal with residency requirements for Board of Director candidates, and the number of members required to attend the Annual Meeting to constitute a quorum. Please read and understand these amendments. Your signed and returned proxy card is a vote **for** both amendments.

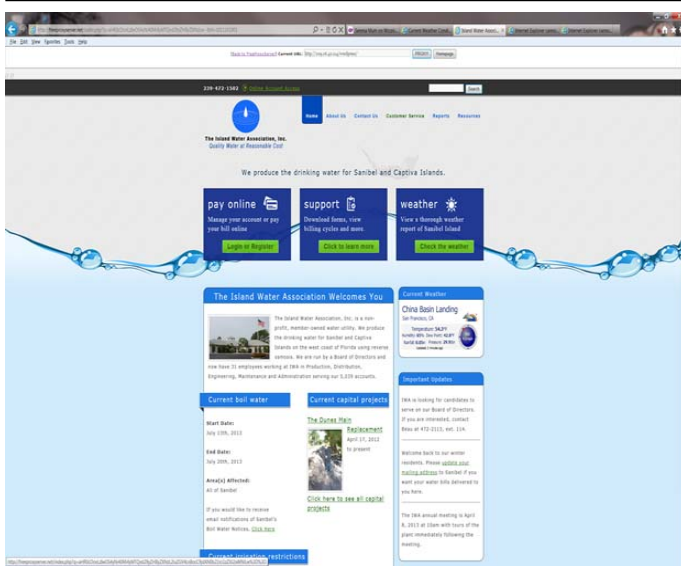
WHERE'RE MY MAILING LABELS??

In the interest of conservation (less paper) and economic frugality (less \$\$\$), members will no



longer find 12 mailing labels in the Spring Newsletter package. The labels were tedious to produce, and the particular labels we used were becoming difficult to find and increasingly expensive to purchase. The extra weight of the labels also pushed our postage expenses higher. We still have a supply of labels on hand, so anyone who would like to have them can give us a call, email us (customer_service@islandwater.com), or stop by the office. We will be happy to mail out labels to members upon request.

NEW IWA WEBSITE



www.islandwater.com

The new IWA website is **finally** up and running. Members should find it much easier to find the information they need. We have added information that members should find helpful, such as Frequently Asked Questions, How to Read Your Bill, and an easy to navigate Customer Service page. If there is something missing that you would like to see on our web site, feel free to send in your comments (Contact Us).

MEET CHRIS KRUPICK

Chris Krupick was hired last August to replace a long time operator who moved back north. He is quickly learning his new position and sees every day on the job as a “new adventure”. He has com-

pleted his HazMat training, which allows him to change chlorine cylinders, and is working on his Class C Operators License. When Chris isn't working, you are likely to find him fishing or target shooting. Chris commutes from Lehigh Acres, where three other IWA employees also live. Chris lives by the words “live for today, as tomorrow may never come”.



Chris Krupick

PERIWINKLE PUMPING STATION



Freshly painted Periwinkle Pump Station

As with the two 5MG storage tanks at the RO Plant, our booster station storage tanks require regular maintenance and inspections. This past January the 2MG tank at the Periwinkle Booster Station, behind Roadside Park, was drained and inspected. The tank needed no repairs, but while the tank was empty a required safety rail was installed on the inside ladder. Tank level indicator pulleys and cables were inspected and replaced as necessary. This spring the tank will be pressure washed, sprayed down with bleach, and then painted. The painting will consist of a primer coat, then two coats of a long lasting coating containing a mildewcide. The mildewcide will prevent mildew, mold, and algae from growing on the outside walls of the tank. The paint should last for the next ten to fifteen years.

While the tank was being worked on, IWA crews cleaned and painted the inside and outside of the pump building. The inside painting included painting the ductile iron piping with a special two-part epoxy that prevents rusting. Screen panels were replaced, keeping the pumps and motors free

of insects and debris. This sort of regular maintenance keeps everything running smoothly and looking sharp. The next article highlights the benefits of regular maintenance programs.

LEE COUNTY HEALTH DEPT. COMPLIANCE INSPECTION

The RO Plant has passed another semi-annual Health Department Compliance Inspection with flying colors. Lee County Health Department inspectors not only look for compliance with safety and security standards, they also look at maintenance logs, distribution dead end flushing logs, and system valve operation and maintenance logs. Since all IWA facilities have such good maintenance programs and recordkeeping in place, and operators that have pride in their work, these inspections are just another day at work.

HIGH SERVICE PUMPS



High Service Pumps inside the RO Plant

One major Capital project for 2013 involves evaluating our High Service pumping capability for ever increasing demand. IWA's High Service Pumping Station is located inside the RO Plant. It takes water from our on-site storage tanks (10MG) and pumps it into the distribution system at a constant pressure, on average about 70 psi. The station consists of three 100HP pumps driven by electric motors, and two 100HP pumps driven by propane fueled engines. One of the propane driven pumps is also connected to an electric motor (dual drive, against the wall in the picture), and is strictly for power outages. This pump comes up to full speed within a few seconds of a power outage, keeping pressure on our distribution system.

Our tourist season coincides with our dry season, a double whammy for our distribution pumps. On peak nights in the middle of season all three electric pumps and one of the propane driven

pumps might be running to supply the demands of irrigation and seasonal population. Our booster stations also help out during these peak demands. While engineering and design of a new station utilizing 125 or 150HP pumps is underway, a larger diameter PVC pipe from the High Service pumps in the Plant to the distribution system at Sanibel Captiva Rd. will be installed. This new pipe should allow us to see increased flows immediately, due to the larger diameter. This will take the heat off, so to speak, until the new pumping station can be completed in 2014-2015.

IWA's RESIDENT OSPREYS



"It's your turn to get dinner!"

IWA's resident pair of ospreys came back like clockwork in late fall. They spent the next few weeks rebuilding their nest, and then settled in to start another family. In the most recent picture (lower), the female (behind the stick) seems to be sitting on some eggs. We will see in a few weeks. Not long after hatching it will be difficult to tell the young apart from its parents. Young ospreys weigh 80% of their adult weight at one month old. Osprey parents care for their fledglings for at least 90 days.



Mom and Dad on the nest

2013 BUDGET

IWA's operating Budget for 2013 has been presented to our Board of Directors and approved at the January 22nd Board meeting. Budgeting has always been a bit of an art in the water utility business, due to variables beyond our control, such as rainfall and seasonal visitors. The budgeting process begins in October, with Department Managers analyzing their department's needs for the coming year. The Production Manager must estimate how much water will need to be produced for the year, based upon rainfall, the economy, and predicted tourist season, while the Distribution Manager must estimate how many repairs might have to be made and how many water meters and valves might have to be replaced based upon the age of various sections of our system. Our 45-year history certainly helps with these budget estimates.



2013 Revenues are budgeted at \$7.1M, with Operations, Maintenance, and Capital expenses budgeted at \$7.5M. Capital expense should con-

sume about \$1.5M of the total expenditures, resulting in a \$400K Budget shortfall, which will be funded by IWA reserves. In this day and age, budgeting has become even more challenging, due to the increased volatility of the cost of energy, chemicals, medical insurance, and the overall state of the economy.

ONLINE ACCOUNT ACCESS

Another automated service we have for our members is online account access. Have you ever woken up in the middle of the night wondering about your monthly water consumption, your payment history, or whether or not you paid your last bill? Well, now you can jump on the Internet and find out. As is the trend these days, we have been asked by some of our members to provide more of their information over the web and we have heard the call.

On our home page there is an online link to our utility billing system to help you monitor your water consumption, billing address, and historical information. This should be particularly helpful for our members that travel frequently and are accustomed to working with online services. If you would like to give online access a try, just go to our home page www.islandwater.com, click on the Online Account Access link at the very top of the page, or the "Login or Register" button in the "pay online" box, and set up a secure online account and password (pin). You will need your cycle/route and account number from your water bill to get started. Once you are set up you will have three years of history at your fingertips. You may also make a credit card payment on your account. Then perhaps the remainder of your night's sleep will be more restful.

