

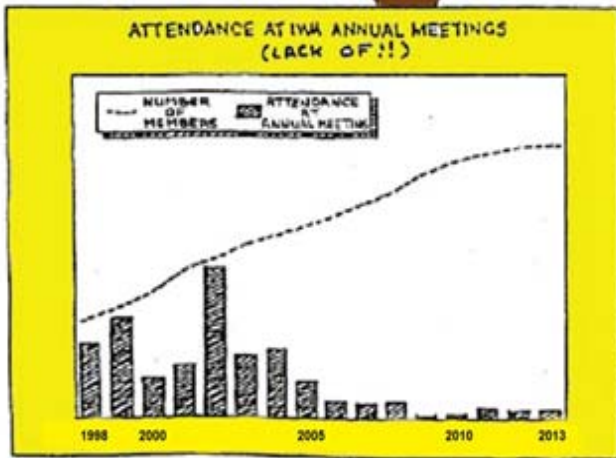


# IWA PIPELINE



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3651 Sanibel Captiva Road, Sanibel, FL 33957 • <http://www.islandwater.com>  
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## Y'ALL COME, Y'HEAR!



IWA's Annual Meeting will be held on Monday, **April 11, 2016**, at 10:00 a.m. in our offices at 3651 Sanibel Captiva Road. This year, the only item on the agenda to be voted on by members is the election of two Board members, one whose first two-year term is finished this year. One Board member is completing his third two-year term, and is not eligible for re-election. 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 IWA, 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 8, 2016. 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 26, 2016, to select candidates for the two open seats on the Board of Directors this year. Mr.

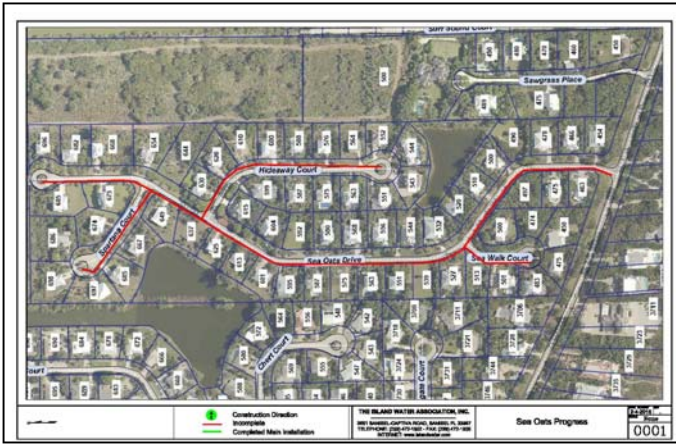
Ralph Sloan, current Board member, was nominated for his second two-year term. Mr. Bruce Neill was nominated to fill the seat being vacated by Mr. John Cunningham, who is not eligible for re-election. Brief résumés for the nominees are enclosed with this newsletter on a separate sheet.

We will have the customary coffee and doughnuts available before the meeting begins. And, as usual, we will 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 Monday, April 11, 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.

## SEA OATS UPGRADE

One part of IWA's mission is the eventual replacement of all thin-walled plastic piping that developers installed in subdivisions during the '70s, '80s, and part of the '90s. Over the last six years, IWA has replaced about 7.5 miles of this pipe in three different subdivisions. The pipe is replaced with a much thicker-walled PVC pipe, C900, and is usually upsized to accommodate extra fire hydrants that are required by local fire districts. The larger pipe affords a more stable pressure to homes, and extra hydrants mean much greater fire protection, often resulting in lower homeowners insurance premiums. Along with the pipe, rusting iron saddles are replaced with stainless steel saddles and brittle PVC pipe, connecting the main pipe



**Sea Oats Subdivision**

to the meter, is replaced with tough, flexible, High Density Poly Ethylene tubing (HDPE). The new systems greatly reduce repair calls and outages to the affected neighborhoods.

The next subdivision on our list for upgrade is the Sea Oats subdivision off West Gulf Drive. This neighborhood has approximately 0.8 miles of main pipe to be replaced. Construction should start after season ends, usually after Easter Sunday, and will last approximately six months. All residents of Sea Oats have already received a notice detailing the project. Updates and construction schedules will be posted on our website weekly.

**RO MEMBRANE REPLACEMENT**



*E Train Membrane Removal*

Back in late 2013 and early 2014, the reverse osmosis membranes in four of our six membrane “trains” were replaced after ten years of flawless service. Last January, membranes were replaced in the two remaining trains. These were in service for twelve years. When the RO Plant came on line in 1980, the pressure required to force feed (well) water through the membranes was more than double what it is for today’s membranes. Membrane life was five years. Advances in membrane technology are still lowering pressures re-

quired at the trains, but not near as much as the first 25 years of advances. The new membranes are operating at about ten PSI less than the previous membranes. Lower membrane pressures result in lower horsepower pumps, resulting in lower electricity and maintenance costs. At lower pressures, membranes also have a longer life.

IWA received a substantial discount by arranging the purchase of the new membranes in advance. Additionally, more money was saved by changing out the membranes in-house. Our operators received first-hand knowledge of how the membrane trains are put together. The change out was observed by a young Dow Chemical engineer from Brazil, and overseen by her supervisor from Dow. The old membranes were boxed up and re-sold, further lowering the cost of the change out and saving IWA members money.



*E Train Membranes Installed*

**2016 BUDGET**

IWA’s Operating Budget for 2016 was presented to our Board of Directors and approved at the January 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 General Manager must estimate how much water will need to be produced for the year, based upon rainfall, the economy, and predicted tourist season. The Distribution Manager must



to be produced for the year, based upon rainfall, the economy, and predicted tourist season. 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 50 year history certainly helps with these budget estimates.

2016 Revenues are budgeted at \$7.26M, with Operations, Maintenance, and Capital expenses budgeted at \$7.33M. Capital expense should consume about \$1.14M of the total expenditures, which would reduce our reserves by about \$77K. In this day and age, budgeting has become even more challenging due to the increased volatility of the cost of energy, chemicals, health insurance, and the overall state of the economy.

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## HOUSE VALVES, BACKFLOWS, ETC.

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This is an excellent time for Sanibel and Captiva property owners to get acquainted with their plumbing; specifically the shut-off valves located on their properties. Often our technicians are called to help isolate a leak or to turn water off, only to find the valve handles on shut-off valves have rusted off or are broken. It is important that shut-off valves are present and operable.

Kathy, our Membership Coordinator, and Scott, our Meter Reader, contact approximately 25-30 customers every week about higher than normal water usage and potential leaks. Customers also frequently call our office questioning the amount of water usage reflected on their water bills. Isolating a leak can be relatively easy for homeowners if they are familiar with the shut-off valves at their residence.

All homes should have a shut-off valve for the house. Most house valves are located below an outside spigot on the same side of the property as the water meter. The water meter is usually located on either the far right or far left side in the utility easement of the property. The meter is in a concrete box with a round concrete or plastic lid.

The house valve usually turns off the outside spigots and all the water to the inside of the house. It usually does not turn off the irrigation system. Water leaks inside the home can be stopped by turning off the house valve.



*Quarter Turn House Valve*

Homeowners with an in-ground irrigation system should also have an atmospheric vacuum breaker that prevents backflow from the irrigation system to IWA's water system. The vacuum breaker usually consists of white pipes with red handles and can

be found close to the meter box or near the irrigation control box at the house. Some irrigation systems have a shut-off valve



*Irrigation System Vacuum Breaker*

inside a box in the ground with a green plastic lid. The advantages of having a shut-off specifically for an irrigation system are: if a leak is detected outside, it can be isolated to the irrigation system or to the water line that runs from the meter to the house, and the irrigation system can be shut down even if turning it off at the control box fails. We frequently get calls about a zone in an irrigation system that is stuck on and often turning off the controller will not stop it.

Additionally, many properties have a backflow prevention device and it is usually located just behind the water meter. Turning off the backflow prevention device turns off all the water to the property. If there is a leak in the water line from the meter to the house, turning off the backflow device will stop the leak until a repair can be made.



*Reduced Pressure Zone Backflow Preventer*

Having the above mentioned valves in good working order not only makes it easy to isolate water leaks, but also helps to turn off the water if a leak occurs at the property, especially after hours or on a weekend. Our phones are answered 24 hours a day if you have a water emergency at your property, but it can take a couple of hours for one of our technicians to reach Sanibel and Captiva after hours, especially during season.

As always, Island Water offers to turn your water off at the meter for the summer and turn it back on when you return in the fall or winter at no charge. You will have peace of mind knowing your water is secure all summer, especially in the event of a hurricane.

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## SEASONAL MAILING ADDRESS CHANGES

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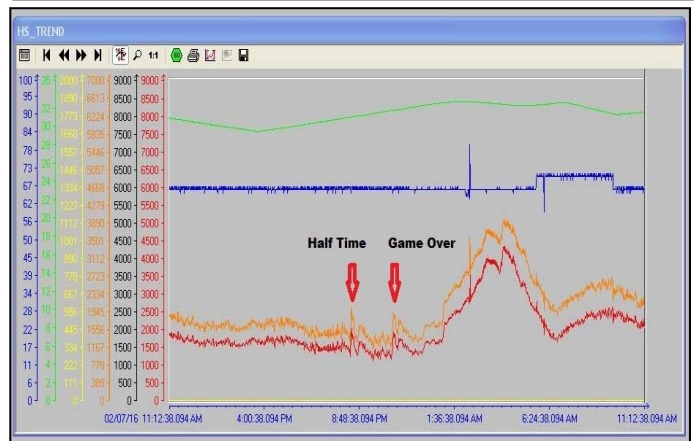
This is not the first time you have seen this article in this newsletter, but it is running again because this has become a recurring issue. As winter comes to a close, we here at IWA are starting to see **some** address change requests from our seasonal winter residents. We strongly advise chang-

ing your billing address for your IWA bill to your Sanibel address for the winter months, and your northern address in the summer months, directly with us. It's easy and there are many ways to change your billing address. There is a form on our website under the Customer Service tab. There is also an address change form on the back of your payment stub (red rectangle on graphic), or you can pick up the phone and call us. A real live person answers our phone so you will never be stuck in a phone tree or be forced to listen to option after option before you can talk with someone. You can also view your bill online from our website if you haven't received your bill.

Changing your address with our office alleviates any delays or confusion in receiving your water bill. Occasionally, the homeowner inadvertently leaves the yellow following sticker on the payment stub and we then change the address to the Sanibel address. Many of our customers don't realize that the billing address has been changed and, during the summer months when they are not here, the water bills are still mailed to the Sanibel

address. The result can be not receiving your water bill at all. Water problems can arise when no one is in residence, so it is especially important to get your water bill every month, even when you are not in residence, to monitor your water usage. Feel free to use any of the above mentioned methods of changing your billing address. Have a nice spring and summer!

## ANOTHER SUPER SUPER BOWL!



*Super Bowl Bathroom Breaks*

As mentioned here before, IWA maintains a SCADA (Supervisory Control and Data Acquisition) system that allows us to monitor and control water pressure and flows throughout both islands. We can access data every few seconds and record trends using this information.

The screenshot above shows the pressures and flows on Super Bowl Sunday. A very exciting game was evidenced by the spike in demand (red arrows) at halftime and at the end of the game. Island fans are pretty good at "holding it."

<b>THE ISLAND WATER ASSOCIATION, INC.</b> POST OFFICE BOX 509 • SANIBEL, FL 33957-0509		<b>CONTACTS</b> Phone (239) 472-1522 FAX (239) 472-1505 <a href="http://www.islandwater.com">http://www.islandwater.com</a> Office Hours Mon-Fri 8:00AM to 4:30PM	
THE IWA BY-LAWS PROVIDE THAT:			
A. Nonpayment within sixty (60) days from the bill date will be subject to a penalty of ten (10) percent of the delinquent account and delinquent notices may be issued at that same time or any time thereafter. A minimum of five (5) business days after delinquent notices are issued, shut-off may occur.			
B. Nonpayment for ninety (90) days after the original bill date will allow the Corporation, in addition to all other rights and remedies, to cancel his membership, and, in such event, the member shall not be entitled to receive nor the Corporation obligated to supply, any water.			
C. In the event of a dispute over amounts due, the Service Rules & Regulations of the Corporation shall govern payment, penalties and interest during the pendency of such dispute.			
USE FOR CHANGE OF MAILING ADDRESS ONLY  PLEASE RETURN THIS STUB WITH PAYMENT  DO NOT STAPLE		USE FOR CHANGE OF MAILING ADDRESS ONLY NAME _____ STREET/PO. BOX _____ CITY _____ PHONE _____ STATE _____ ZIP _____ SIGNATURE _____	

*Change of Address Form on Back of IWA Bill*

