



# IWA PIPELINE



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## HURRICANE IRMA

Living as we do in the subtropics, it was bound to happen again, unfortunately a lot sooner than we had hoped. It has been 12 years since Hurri-



*Trees Down Along Main Road on Sanibel*

cane Wilma side swiped us, and 13 years since Hurricane Charley rearranged the landscaping and a handful of homes on Sanibel and Captiva. Major Hurricane Irma roared into SW Florida, making landfall over Marco Island on Sunday afternoon, September 10<sup>th</sup>. She continued northward, weakening as she went. Her eyewall passed somewhere in the middle of Lee County as she continued up the western portion of the Florida peninsula. Although actual damage to trees and homes was light compared to Charley, who exposed the islands to the strong NW side of the storm, as opposed to Irma's weak SE side of the storm, the entire island was without electricity or water when residents were allowed to return at 3PM Monday afternoon. I believe the lack of Australian pine trees also played a part in limiting damage on the islands. IWA was allowed back on the islands at 7AM Monday, and immediately initiated our water

recovery plan. Everyone at IWA worked very hard from dawn until dusk to restore both island's running water by Tuesday afternoon. The boil water notice issued Saturday was lifted by Friday morning.

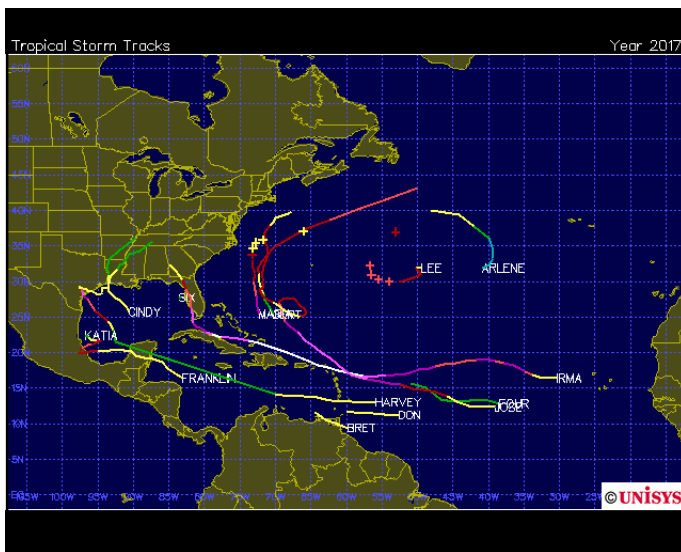
One complaint fielded by IWA was why we lost water pressure on Saturday, when utilities on the mainland never lost pressure. Water systems on the mainland have the luxury of being interconnected with neighboring utilities, much like the electrical grid. If part of the system fails in one section of the grid, it can be isolated, and the rest of the grid fed from a neighboring water utility. On a barrier island, the water and electric utilities do not have that luxury. Other barrier island water utilities, from Marco Island to Gasparilla Island (Boca Grande), including Pine Island, all lost water pressure sometime during the storm. We are technically on our own, and if we are under a mandatory evacuation, which we were by Friday morning, we set our system to supply a certain amount of water (2.5MG) at a lower pressure (45 PSI) to hopefully keep pressure on the system (<20 PSI) until we return, to avoid a mandatory boil water alert. We call this a limited loss configuration. We calculated



*Trees Down Throughout a Neighborhood*

the 2.5MG should have lasted until Monday afternoon, but between residents who did not leave, and irrigation systems that were left on, IWA's limited loss supply was depleted by Saturday night. The backup diesel pump shut off as planned after 2.5MG of water was used. This left us with 12.5MG of water to supply residents with upon their return in case well cabinets and/or wellheads were destroyed, delaying our production of new water. Fortunately, we were able to start making water on Tuesday afternoon at 83% capacity. IWA technicians and administrators pride themselves on giving the best possible service to our members at all times, even under the worst of conditions.

### STORM SEASON UPDATE



**2017 Storm Tracks Through Late September**

As of the writing of this newsletter, there have been thirteen named Atlantic storms, consisting of five Tropical Storms, and eight Hurricanes, four of which were deemed Major Hurricanes. Two Major (winds >111MPH) Hurricanes, Harvey in Texas, and Irma in Florida, inflicted heavy damage on the mainland of the United States. One, Major Hurricane, Maria, inflicted total devastation on the US territory of Puerto Rico.

Island Water storm preparations begin in May, with a review and update of our Emergency Response Plan, which includes storm preparation and response after the storm. We check all of our equipment that we dedicate to storm response, such as chainsaws, flashlights, rain gear, and extra fuel. We rotate out our emergency food supplies, and test run, under load, our four 125KVA generators. The last thing we do before an approaching storm is install our 50+ Lexan storm shutters which we did on Thursday, September 8th. We also ask residents to turn off their irrigation systems.

### SHELL HARBOR MAIN REPLACEMENT



**New Piping in Shell Harbor**

Work is complete on the water main upgrade in a part of the Shell Harbor Subdivision, namely the last half of Limpet Dr., all of Paper Fig Ct., and all of Golden Olive Ct. Complete restoration of vegetation was interrupted by Hurricane Irma, but will continue until all affected residential areas are completed.

### SANIBEL SCHOOL "STEM" PROGRAM

Again this year, Island Water was asked to participate in an after school showcase at The Sanibel School for students and parents highlighting careers in the fields of Science, Technology, Engineering, and Mathematics (STEM). Future careers for students with this type of knowledge will be in high demand, and according to Science Teacher Dana Sanner, "Careers in these fields are among the most high paying." (The Island Sun, 6/10/2016)

IWA's display was presented by Plant Operator Neil Erickson and Backflow Prevention Coordinator Bill Epranian.

The presentation consisted of a visual diagram of the basic layout and components of the RO Plant, as well as a photo presentation, in the form of a large poster, of our production wells, RO trains, brine disposal system (deep injection well),



**Bill Epranian With Cutaway of Reverse Osmosis Membrane**

control room, laboratory, and on-site storage tanks. Photos and a brief explanation of the energy recovery turbine and a basic description of our post treatment process were also displayed.

Neil and Bill brought with them an example of the RO membranes in the form of a “cutaway” to give those in attendance an actual “hands-on” description of the reverse osmosis process, and how our water is produced. Neil is particularly knowledgeable about recent advancements in membrane technology, and answered many questions on the subject.

Examples of old distribution technology verses new were also presented. Segments of “thin-walled” pipe no longer installed in the distribution system were displayed, along with an example of the new “thick-walled” (C900) pipe currently used in our system for comparison. Segments of the



*Neil Erickson at STEM Display—Sanibel School*

new, flexible (polyethylene) tubing used for service lines, and rigid/old (PVC) were displayed for comparison, along with examples and descriptions of small valves used for meter connections to the service lines (curb and corp. stops).

Advances in metering technology (automatic reading and profiling ability) were displayed and described. Written materials on the topics of water conservation, backflow prevention, and the new “no-lead” rule for brass installed in the system were also made available.

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### **WHY POSTCARD WATER BILLS??**

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We have received questions about switching from postcard bills to a regular bill in an envelope with a return envelope. Some customers have complained that the postcards can get stuck in magazines or just overlooked.

We have stayed with postcard bills for economic reasons, not only to save on postage, but to

save on the actual bills and the labor to fold and stuff envelopes. We send approximately 4800 bills every month, so it would be costly not only to change our billing software to print in a different format but also to pay the extra postage as well as the labor costs to stuff the envelopes.

We do offer other options. You can now get your water bill emailed to you. You can choose to get a paper bill and an email or just an email. If you chose the email only option, think of the paper being saved as well as the postage. You can also view your water bill online on our website. Our website is [www.islandwater.com](http://www.islandwater.com). From our home page you click on the green bar labeled “Login or Register” in the top left blue “Pay Online’ box. If you want to just view the amount owed on your account, click on “One Time Payment” on the upper left portion of the screen under “Home.” On the next screen you enter your account number and then click “Pay.” There are two boxes separated by a dash for your account number. Once your account number is entered, the customer name, location address, phone number, and the total owed will be displayed. You may either continue to the payment screen to make a credit card payment or you can exit if you don’t wish to pay with a credit card. If you wish to see the usage and the dates of service, you will need to click “new user” at the top of the page to create an account. Once you create an account, you will be able to view your usage, view past bills and payments.

If all else fails you can always call our office to check your balance at 239-472-1502. Our office hours are Monday – Friday 8:00am to 4:30pm.

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### **RON LEAVITT COMPLETES ENGINEERING DEGREE**

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Island Water’s Engineering Coordinator, Ron Leavitt, received his Bachelor of Science in Civil Engineering from Florida Gulf Coast University this past summer. Ron has completed this degree while maintaining a full time job and a family. That is quite an accomplishment!



*Eng. Coordinator Ron Leavitt*

Next Ron will sit for a test known as the Fundamentals of Engineering Exam. Once he passes this exam, the next step is to sit for the Pro-

Professional Engineers Exam. IWA is looking forward to having an in-house Professional Engineer once again

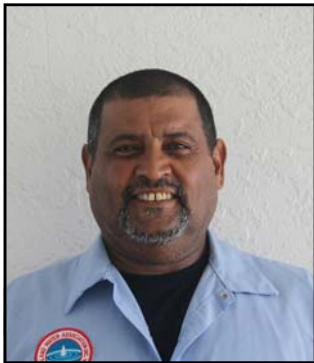
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## MEET THE NEW EMPLOYEES

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IWA welcomed two new employees aboard in 2017. Victor Rodriguez was hired as a Maintenance Technician, and David Coleman was hired as a Plant Operator Trainee.

Victor has been with us since May, and has spent a lot of time tidying up the property around the office, plant, and booster stations. He really had his hands full after Hurricane Irma paid us a visit, but the property looks great. He enjoys working with the "nice, friendly" people at IWA, and when he isn't working he enjoys model cars and boats. Victor's words to live by are, "be honest and complete your job." Victor practices what he preaches.



**Victor Rodriguez**

David Coleman lives in Cape Coral with his wife and two daughters and is in training to learn the water treatment process. He loves to learn new things, so he has come to the right place, and the shift work allows him to spend more time with his family. His favorite things to do during his off time is to fix things around the house, watch football, and spend



**David Coleman**

time with his family, not necessarily in that order. David's words to live by are, "always work hard, never give up, and you will achieve greatness and success."

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## INDUSTRIAL ELECTRICIAN OPENING

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Island Water is seeking an Industrial Electrician. If you know anyone looking to work for a small, close knit company with great benefits in sunny Florida, have them contact our office. A full job description is posted on our website, [www.islandwater.com](http://www.islandwater.com). Resumes and inquiries can be directed to Karen at 239-472-1502 or via email at [karen@islandwater.com](mailto:karen@islandwater.com)

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## CONSUMER CONFIDENCE REPORT

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The 2016 edition of IWA's Annual Drinking Water Quality Report, also known as a Consumer Confidence Report (CCR), is available at [www.islandwater.com/wp-content/waterReports/CCR2015.pdf](http://www.islandwater.com/wp-content/waterReports/CCR2015.pdf). New Florida Department of Environmental Protection rules state that as long as we post a direct URL on our website, a direct URL is posted in our quarterly Newsletter at least twice during the year, and a hard copy is available in our lobby, we are not required to direct mail the CCR. We will be happy to mail a copy of our CCR to anyone who requests it by calling 239-472-1502. The EPA-required annual report covers our water quality for 2015.

Please read over this information, and if you have any further water quality-related questions, give our Production Manager, Pat Henry, a call at 239-472-2113 x122, or stop in to our office anytime from 8:00am-4:30pm, M-F.



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