



# IWA PIPELINE



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## **Your 2018 Island Water Association Board of Directors**



**Maureen O'Brien**  
VP/Treasurer

**Paul Garvey**  
VP/Secretary

**Bruce Neill**  
Vice President

**Dennis Berry**  
President

**Kenneth Kouril**  
Vice President

### **2018 ANNUAL MEETING**

On April 9, 2018, the 53rd Annual Meeting of The Island Water Association, Inc. (IWA) was held at the Association's offices, located at 3651 Sanibel Captiva Road.

Board President Ralph Sloan introduced the Board of Directors, then presented his President's report pertaining to the state of the company.

Mr. Sloan commented on the major expenses facing IWA in the production of our drinking water: chemicals, fuel, and electricity. He noted that although fuel prices have remained stable through 2017, chemical costs used in the production of our water rose in 2017, and will rise again in 2018. Again for 2018, LCEC is lowering its Power Cost Adjustment (PCA) charge, resulting in an overall decrease in our cost of electricity for 2018. Mr.

Sloan finished his report by noting IWA's greatest assets are its employees.

Vice President/Treasurer Bruce Neill then presented the Treasurer's report. He reported IWA remains financially sound, with 2017 revenues of \$7.4M and operating costs of \$5.5M. Capital expenditures for 2017 were \$540K, while debt service was \$349K. The 2018 budget includes revenues of \$7.4M, against expenses of \$8.1M, including capital expenses and debt service.

Next, General Manager Don DuBrasky presented his report on accomplishments made in 2017 and projects planned for 2018.

Mr. DuBrasky first mentioned that IWA welcomed 20 new members in 2017. There were 34 new members accepted in 2016. Through April of 2018, 4 new members have joined, putting us on pace for at least 15 new members this year.

He stated that 2017 water production (1.293B gals.) was up 1% from 2016, billed water (1.233B gals.) was up 2.7% and water sales (\$7.02M) were up 3.1% from 2016. The 4.9% difference between produced water and billed water is considered water loss due to firefighting, hydrant flushing, dead-end flushing, and leaks. This is a low number for the industry, indicating very few leaks in our system.

Mr. DuBrasky then discussed four major projects completed in 2017: the purchase of a replacement pump and motor for F Train, the Old High Service Demolition completion, replacement of low efficiency lighting with high efficiency LED lights on the RO Plant floor, and replacement of aging water mains in the Shell Harbor subdivision.

He also talked about major capital projects planned for 2018, including replacement of our Brine Pumping Station, rehabilitation of Hawthorn Well 14 to increase pumping capacity, and the replacement of aging thin-walled water pipe in the East Rocks Subdivision.



**Map of East Rocks Subdivision Piping Replacement**

Mr. DuBrasky then opened the floor to questions and invited everyone present to tour IWA's RO Plant facilities.

During the meeting, the Board cast the 443 proxy votes and 3 member votes received for Dr. Bruce Neill and Ms. Maureen O'Brien, who were selected by IWA's Nominating Committee. Dr. Neill was elected to his second two-year term, and Ms. O'Brien was elected to her first two-year term.

After the meeting, the Board met in Executive Session to elect Mr. Dennis Berry President, Mr. Paul Garvey VP/Secretary, Ms. Maureen O'Brien VP/Treasurer, and Mr. Ken Kouril and Dr. Bruce Neill Vice Presidents.

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## HURRICANE TIPS

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By the time this newsletter is issued, it will be hurricane season 2018. 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.

Island Water has some water tips for our members in preparation for a storm and what can be expected after the storm.



**Hurricane Irma in Fort Myers**

Before hurricane season, perform proper maintenance on your landscaping including routine trimming of shrubs, removal of dead limbs and limbs too close to a fence, house or a utility line.

As a storm approaches Southwest Florida, have your water turned off. If you are away from your property, Island Water will turn your water off at the meter at no charge provided we have enough notice. If a storm is only three days from landfall here, we will be too busy securing our facilities to turn your water off at the meter. At the very least, turn your water off at your backflow device (if you have one) or at your house valve and **absolutely** turn off your irrigation system at the irrigation vacuum breaker or the irrigation backflow device. This will prevent loss of water due to irrigation leaks. Turning your irrigation off at the control box **will not** prevent loss of water due to leaks in your irrigation system. Please follow the manufacturer's recommendation for turning off your hot water heater and unplugging it. Some hot water heaters may be damaged if the water supply is turned off for an extended period of time.

Please make sure that you have plenty of drinking water on hand. If there is a mandatory evacuation, Island Water employees will leave Sanibel when the fire department leaves. The plant will be shut down and the only water available will be the water in our storage tanks. A certain amount of



water must be reserved in our tanks in case of a fire. Our plant is not connected to another water facility, so it is likely that water service will not be available during a storm, and for some days following a storm, depending on how severe the damage is to our facilities and our distribution system

After a hurricane, please conserve water. A boil water notice may be in effect. We will work to get the plant back online as soon as possible. Our distribution technicians will be working out in the field from sunup to sundown, but we cannot turn the water back on until we have assessed the damage to our water mains and repaired any leaks. Usually, the main roads will have water service restored first and then we will work our way to the smaller subdivisions

and roads. After Hurricane Charley, our technicians had to go to every property to ensure that meters were secured at all properties that had leaks. It is a slow deliberate process. Our office is provided with a list of streets that are slated to be turned back on that

day, so you can always call us. We also post the streets on our website if internet service is available. Our members are always welcome to come to our office to fill jugs of water if needed.

Hopefully, Southwest Florida will not be faced with a hurricane this season and these tips will not be needed. There are more tips and information on preparing your property for a hurricane and restoring your landscaping after a hurricane on the South Florida Water Management District website, [www.sfwmd.gov](http://www.sfwmd.gov). Goodbye to our winter residents. We hope to see you in the fall or winter.



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### WHILE WE'RE ON THE SUBJECT...

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Over the Memorial Day holiday weekend, Southwest Florida was threatened by Subtropical Storm Alberto. IWA personnel were prepared and had followed our procedures for a Tropical Storm Warning as stated in our recently updated (annually) Emergency Response Plan. Even

though forecasting tracks of these storms has become more of an exact science as opposed to an art, when a warning is issued by the state, it must be followed to the letter. Fortunately, with May rainfall already above normal, we did not get the deluge or the winds they were predicting.

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### CREDIT CARD CONVENIENCE FEES

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As many members know, Island Water accepts credit card payments on our website. We started taking credit card payments back in 2010. At that time, Island Water did not opt to charge credit card users a convenience fee for this payment option. The amount of credit card payments was insignificant, so the credit card fees were paid by Island Water.

Fast forward eight years, and the amount of credit card payments has dramatically increased as well as the fees for accepting credit cards payments. Last year the fees were over \$10,000.

In all fairness to our members who pay via bank drafting (our preferred payment option), or by check or cash, we have decided to incorporate a convenience fee for those members who wish to pay their monthly water bill with a credit card to cover those credit card fees. The convenience fee for making a credit card payment online on our website will be \$3.00. We are currently working with our merchant service provider to institute this fee. There will be a notification on our website when the convenience fee becomes effective.

If you wish to avoid paying the convenience fee, we do offer bank drafting as a payment option. The form is located on our website under the support tab on our home page. The form can be downloaded and can be mailed or emailed to [kathy@islandwater.com](mailto:kathy@islandwater.com) or you can call our office, 239-472-1502, and we will happily take the information over the phone.

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### SUMMER ADDRESS CHANGES

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As always, Island Water prefers you change your address for the summer directly with us. We have received a number of calls from members that have received water bills that were mistakenly forwarded to them.

There are a number of ways to change your billing address. You can call our office at 239-472-1502, Monday-Friday, 8am to 4:30pm. Our phones are always answered. You can fill out the back of the stub if you return a stub with your payment. There is a change of address form on our website if you click on the center "support box" on

our home page. You can email Kathy at [kathy@islandwater.com](mailto:kathy@islandwater.com).

If you travel extensively or if you don't want to change your billing address twice a year, you can now receive your water bills via email. Many of our members have been extremely pleased with this option. You will receive your water bill the day it is generated. You can use the above mentioned methods to change to paperless billing.

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## EAST ROCKS SUBDIVISION

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As of the printing of this newsletter, work should be underway replacing the main water pipes on the East Rocks Subdivision. This project was described in our spring newsletter. Periodic project updates can be found on our website, [www.islandwater.com](http://www.islandwater.com)

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## MEET OUR NEW PLANT OPERATORS

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Island Water hired two plants operators in the month of March, Mason Lyttaker and Zachary Ingle.

Mason Lyttaker is a single guy who lives in Fort Myers. He finds the work here at IWA satisfying and likes the fact that employees here look out for each other. In his free time, Mason enjoys playing video games and spending time with family and friends. One of his favorite quotes is from Henry Ford, "Whether you think you can or you think you can't, you're right."



*Mason Lyttaker*

Zachary Ingle is also a single guy and lives in Cape Coral. Zach finds the work at IWA interesting and quite different from his expectations of water treatment. When he is not working Zach enjoys fishing and motocross. He has raced motocross for the past fifteen years. Zach likes the Doctor Seuss quote, "Why fit in, when you were born to stand out."



*Zachary Ingle*

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## CONSUMER CONFIDENCE REPORT

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The 2017 edition of IWA's Annual Drinking Water Quality Report, also known as a Consumer Confidence Report (CCR), is **not** included as an insert with this newsletter. In accordance with new rules from the Florida Department of Environmental Protection, we are not required to mail the CCR as long as we: (1) post a direct link to the CCR on our website, (2) provide a direct link in this Newsletter, and (3) make a hard copy available in our lobby. We will be happy to mail a copy of our CCR to anyone who requests it by calling (239) 472-1502. IWA's CCR can be found on our website at [www.islandwater.com/wp-content/waterReports/CCR2017pdf](http://www.islandwater.com/wp-content/waterReports/CCR2017pdf). This EPA required annual report covers our water quality for 2017. 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 at (239) 472-2113 ext. 122.



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