



IWA Pipeline

The Island Water Association's Newsletter



Periwinkle Storage Tank

WHAT'S IN THIS ISSUE?

PERIWINKLE TANK UPDATE

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ALERTLEE SIGN UP

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and more!

[Periwinkle Tank Project a Success](#)

The Island Water Association, Inc. (IWA) utilizes five (5) ground storage tanks within the water system, holding a total of 15 million gallons of finished potable water. These tanks are sized and located at strategic locations on both Sanibel and Captiva to serve fluctuating daily water usage, peak irrigation demands, and emergency fire flows. Storage tanks serve as critical infrastructure in IWA's emergency response plan to expedite the restoration of water service if disrupted by a hurricane or other emergency situations.

In 1975, IWA constructed its 2-million-gallon storage tank near the Bailey Homestead Preserve on Periwinkle Way. Since the time of its construction, the tank has been in near constant service, taken offline briefly every five (5) years for cleaning and inspection. In early 2021, a routine external inspection indicated that it was time to drain and clean the tank for a thorough condition assessment. While the tank was out of service, repairs found necessary on the tank's interior walls and piping were completed.

The tank repair project was scheduled for the first week of August to coincide with seasonal rains and an expected reduction in turf and landscape irrigation demand. Inducon Corporation, a Florida-based company specializing in the inspection and repair of storage tanks, was contracted to perform the work. The draining, cleaning, inspection, and identified repairs were successfully completed in five (5) days and the tank was back in service by week's end.



Production Manager Pat Henry seals the hatch on the storage tank

The project benefitted from well-timed rainfall which reduced peak irrigation demands, allowing IWA to maintain normal service parameters for its customers throughout the system while the tank was offline. To further reduce peak demand stresses on the system, IWA members were asked to inspect their irrigation timer systems for compliance with local watering ordinances, as shown in the table below. The project's success was a result of many factors: advanced planning and execution by IWA's professional staff, the efficient work of our contractors, member adherence to local watering schedules, and the cooperation of Mother Nature!

IWA Recognized as Outstanding Water Treatment Facility

The Island Water Association, Inc. received the 2020 "Outstanding Membrane Plant Award" by the Southeast Desalting Association (SEDA) at their Spring Symposium held in Cape Coral on June 8, 2021. The prestigious award recognizes outstanding plant operations, maintenance, and exemplary treatment plant performance.



Plant Operators Steve Bishop and Zach Ingle holding the SEDA award

One of the ways IWA sets itself apart from other utilities is its approach to hiring and training operations staff. "Skills can be taught, and we are good teachers," explains Pat Henry, IWA Production Manager. "What we look for when hiring a new operator is someone with initiative, who will be dependable, and wants to learn. If a candidate has those qualities, we can train them to become a superior water operator."

IWA also differs from many other utilities in the scope of work that plant operators are responsible to perform. "The Island Water Association is unique from

Sanibel Island's Permitted Schedule for Irrigation

Address Ends With	MON	TUES	WED	THURS	FRI	SAT	SUN
EVEN (0, 2, 4, 6, 8)		✓			✓		
ODD (1, 3, 5, 7, 9)	✓			✓			

Lee County's Permitted Schedule for Captiva Island Irrigation

Address Ends With	MON	TUES	WED	THURS	FRI	SAT	SUN
EVEN (0, 2, 4, 6, 8)				✓			✓
ODD (1, 3, 5, 7, 9)			✓			✓	

Irrigation Times are 12 AM to 9 AM and/or 5 PM to 12 AM. No irrigation is allowed any day between 9 AM to 5 PM.

other utilities because in addition to operating our facilities, plant operators perform routine lab work, maintain parts and supplies inventory, and complete upgrades to our equipment, piping, and treatment systems,” states Brandon Henke, IWA Production and Safety Coordinator. “This hands-on approach gives our operators practical knowledge and maximizes their productivity, safety, and reliability in providing high-quality water service to our membership.”

Safety is a priority at IWA and has been identified as a core value of the company. IWA recently held an emergency response drill with the Sanibel Fire Department to simulate a chemical spill and leaking vessel repair at the treatment plant facility. During the three-day event, IWA’s plant operators took turns donning chemical resistant suits, personal respirator gear, and oxygen tanks before assessing the simulated chemical release situation and responding with the appropriate repair procedures.



IWA is proud of this recent award from SEDA that will hang on the wall alongside the “Outstanding Membrane Plant Award” in 2018, the “President’s Recognition Award” in 2014, and approximately 40 other awards recognizing IWA as a leader in safety and operational excellence.

[AlertLee Sign Up](#)

During and after an emergency or disaster situation, staying informed is critically important. AlertLee is an emergency notification system that allows registered users to receive telephone, text, and/or email alerts related to natural or man-made emergencies. The AlertLee system is used when an emergency arises, such as severe weather, missing persons, evacuation notices, boil water notices, fire or floods, and active shooter situations.

To sign up, residents should go to www.AlertLee.com, select their municipality or unincorporated Lee County, and complete the registration steps. To be certain to receive alerts, it is important to register and update your contact information as it changes. The information will be used only for AlertLee notifications and there is no charge to register or receive system alerts.

Don’t wait for an emergency to happen; sign up for AlertLee and be prepared and informed when a serious event occurs.

[New Employees](#)

IWA welcomes two new employees, Daniel Charlebois and Cole Gooden, to the team!

Daniel Charlebois was hired as IWA’s Electrical Technician in the Maintenance Department. He has spent several months learning the electrical and communications systems, and the controls required to continuously pump, treat, and distribute potable water. Daniel’s extensive background in electrical and controls systems, including troubleshooting and repair, makes him a valuable addition to our professional staff.



Daniel, his wife Amanda, and two daughters Cadence and Kylee, live in Cape Coral. Originally from Tennessee, the family enjoys the beach and soaking up the sun!



Cole Gooden joined IWA in July as a Plant Operator Trainee. Cole is from Cedar Point, Kansas, where he gained experience in ranching and foundry work before moving to Cape Coral. Cole says his favorite part of the job is the change in daily tasks and constantly learning new things. In his spare time, Cole enjoys the beach, video games, and spending time outdoors.



Changes Coming to Your Bill

IWA is excited to announce upcoming improvements to our administrative and customer service systems. These upgrades will enhance online account access and payment options for our membership, in addition to improving the day-to-day business activities and financial reporting functions of staff. In early 2022, IWA will launch the Tyler Incode 10 utility billing system and customer portal. This portal will provide customers with access to online water accounts, including current usage and billing information, and permit account holders to maintain bank draft and card payment information.



IWA's redesigned bill format will be available in early 2022.

In early 2022, our members will also notice a major change in the look of the association's monthly water bills. IWA will transition away from the current blue postcard statements to a colorized, full-page bill package with a return envelope. This change is in response to our membership comments that the postcard bills become stuck in magazines, are easily overlooked, difficult to read, and inconvenient in making mail-in payments without a return envelope.

More information will be provided on what to expect from these transitions as details are finalized and available to share. We thank you in advance for your patience and understanding as we work to modernize our systems and improve the membership service experience.

Consumer Confidence Report

The 2020 edition of IWA's Annual Drinking Water Quality Report, also known as a Consumer Confidence Report (CCR), can be found on the right side of our website's homepage at www.islandwater.com, obtained in our lobby, or by using one of the direct links below on your smart phone or computer:

bit.ly/IWACCR2020



The CCR can also be requested by calling (239) 472-1502. The EPA required annual report covers our water quality for 2020, which meets and exceeds all water quality standards, as has always been the case in the past. If you have any further water quality-related questions, just give our Production Manager, Pat Henry, a call at (239) 472-1502.



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