



IWA PIPELINE



ã THE ISLAND WATER ASSOCIATION, INC. • SUMMER 2000 • VOLUME 23 ISSUE 2

3651 Sanibel-Captiva Road Sanibel, FL 33957 • <http://www.islandwater.com>

Office Hours: 8:30 a.m. – 4:30 p.m. • Phone: (941) 472-1502

DONE!!!!!!



After what seems like an eternity, but actually was just a little over two years, we have completed construction of our new deep injection well. The idea for a joint injection well project with the City of Sanibel was conceived by the IWA Board of Directors in February 1998. We received the construction permit on July 20, 1999 and started drilling the next day. On March 16, 2000, the completed well was inspected by officials from the Florida Department of Environmental Protection (DEP). The well start-up was also witnessed by DEP on the same date. We passed all aspects of the inspection and start-up with flying colors, and permission to operate the well under the construction permit was issued a week later. We will operate under that permit for 8 to 24 months, after which we will obtain our permanent operating permit. At this point, on March 23, 2000, the well was ready for use by both the City and IWA.

IWA began continuous injection of our brine waste stream (salty water) on April 1, 2000 at the rate of around 750 gallons per minute. The well is operating flawlessly after two months of use. The pressure required at the wellhead is only 20 pounds per square inch (about a third of the

pressure you have at your kitchen faucet!). The City has not yet needed the well for its excess treated effluent, since we are in the middle of a drought. IWA President, Lee Derleth, and Sanibel City Mayor, Bob Janes, dedicated the well on April 10, 2000, immediately following our Annual Meeting (see article elsewhere in this newsletter).

All in all, the injection well project was a very successful one. It was completed essentially on schedule and well under budget. Although the well had to be drilled a few hundred feet deeper than expected, due to geologic quirks, it is operating within our original design parameters. In addition, it is an even safer well than in the original design, since the unexpected deeper geology gives us even more separation from our drinking water source (over 2,200 feet!).

We want to thank everyone involved in the project for their contributions to our success, including: Youngquist Brothers (our driller), Missimer International (our hydrogeologist/engineer), the IWA Board of Directors (who held their collective breath as we drilled deeper than expected), IWA employees (who did some of the construction themselves), and most importantly, our Members (who endured looking at and listening to the large drilling rig 24 hours a day for 7 months). And of course we don't want to forget the City of Sanibel, who helped us pay for everything (28.6%) and who supported us in all our permitting efforts. Thanks again everyone!

SECOND ANNUAL CCR ISSUED

By law, all water utilities, including IWA, are required to issue a Consumer Confidence Report (CCR) to all our customers once a year, before July 1st. This year's version will probably arrive shortly after this newsletter, on its customary yellow paper to distinguish this important document from the normal flow of junk mail.

The CCR is intended to inform you about the quality of your water, which we are happy to report remains excellent. Our goal at IWA is, and always has been, to provide you with a safe and dependable supply of drinking water at a reasonable cost. This past year, we are pleased to report once again that our drinking water is safe and meets and exceeds all federal and state requirements.

If you have any questions about the CCR or any other aspect of your IWA water quality, please call Phil Noe, our Production Manager, at (941) 472-2113 (extension 122).

HELP!!

Every so often in the *Pipeline*, we make a plea for more Members to join our automatic bill paying program. We have been **very** pleased with the response by our Members every time we make this plea. But guess what. It's that time again!!

Handling twelve monthly bill payments for every one of our 4,600 Members is a very time consuming and expensive process for us (and therefore for our Members). By the time we mail your bill and process your payment, we conservatively estimate it costs us around 55¢. Multiply that by 4,600 bills, twelve months per year, and you start to see why we make this plea. It amounts to over \$30,000!

Fortunately, over 850 Members have already chosen to help us reduce these costs by using our automatic bill paying option. Not only does that save us over \$5,600 per year, but each of these Members is also saving twelve 33¢ stamps and envelopes! Not to mention avoiding the aggravation of remembering to pay their water bill every month.

In the automatic bill paying program, we debit your bank account every month on the ***last*** possible day, which is the due date. You will still receive a bill so that you can check it and give us a call if you believe there is a problem, long before your account is debited.

To make joining this program as painless as possible, following this article is a copy of the application form for your use. Just complete it and either mail it to us (P. O. Box 509, Sanibel) or drop it off at our offices. You can even include it with your normal monthly payment check and save yet another stamp and envelope! Also, ***please*** include a blank check with "VOID" written across it. Your bills will clearly indicate when your automatic payment plan actually begins.

Thanks!! If you have any questions, just call

AUTHORIZED AGREEMENT FOR PRE-ARRANGED WATER BILL PAYMENTS

I (We) hereby authorize The Island Water Association, Inc. (IWA) to begin debits to the bank account listed below. I authorize the bank to debit the amount of my monthly water bill. I have the right to stop payment of a charge within seven days of receiving my bill from IWA. I am responsible for notifying both IWA and the bank of this stop-payment request.

This authorization is to remain in effect until I notify IWA in writing of its termination. My notification must allow the bank a reasonable opportunity in which to act on it. Both IWA and the bank may also terminate this agreement with 10 days written notice.

Name (as it appears on your bill):

Social Security or Federal ID number:

Address of water service:

Account number of water service:

Your telephone number:

(____) _____

Bank name: _____

Bank account number:

Signature(s): _____

Date: _____

our offices at (941) 472-1502.

THANKS FOR COMING (AGAIN)!!

At our Annual Meeting on April 10th, we were ***VERY*** glad to see a better than normal attendance for the third year in a row. If we didn't know better, we might begin to believe that a new "norm" may be developing here. Everyone enjoyed the

traditional coffee and donuts before the meeting, and some accepted our offer of plant, injection well and office tours afterwards. In addition, as mentioned elsewhere in this newsletter, some Members stayed for the official dedication of the injection well, after the meeting.

President Harley (Lee) Derleth presided over his last Annual Meeting this year, after serving seven years on the Board of Directors, the last one as President. Mr. Derleth briefly reviewed the injection well project and then focused on three notable IWA achievements that occurred during his tenure on the Board:

- Computers have transformed IWA. Almost every IWA process and function bears the imprint of the computer, via the Internet, fiber optic cable and sophisticated software systems. All of IWA's employee's are computer literate.
- Although IWA has had no rate increases in the last 8 years, IWA's financial status is stronger than ever. This strength stems from increased employee productivity and the utilization of many cost-saving measures. IWA's lenders are more than satisfied with our payment record and our asset base.
- IWA's greatest strength lies in its human capital, its employees, who have worked hard to increase their knowledge base and to apply this knowledge in practical ways to improve our operations.

Vice President/Treasurer Paul Garvey reported that IWA's financial position remains strong and stable, with adequate reserves for whatever needs may develop. He noted that water sales increased over 9% from 1998 to 1999, while our expenditures increased less than 1%, less than one third of the inflation rate for the period. Meanwhile, our reserves increased over 17%, an unusually large increase due to being significantly under-budget on the injection well project, as mentioned elsewhere in this newsletter. Mr. Garvey also noted that IWA's pension fund is a defined-contribution type, as opposed to the defined-benefit type. He said that, as a result, there will be no surprises in future contributions or liability. Finally Mr. Garvey stated that no rate increases are expected in the near future. Copies of the 1999 Audit were available in the lobby for interested Members.

General Manager Roger Blind reported that 1999 had been another good year for IWA's

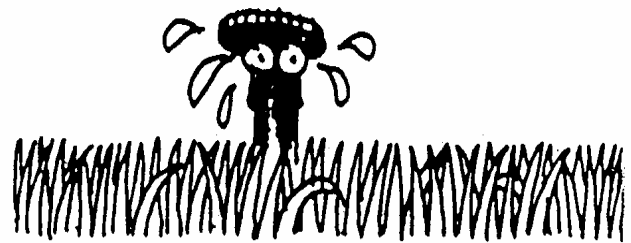
operations. Water production was 1.2 billion gallons, up nearly 5% from 1998. This year's extremely dry conditions are leading to still further increases in 2000. Regarding capital projects, Mr. Blind covered the deep injection well project history and stated that it was one of the most successful projects ever undertaken by IWA. He also noted that we totally updated the 20+ year-old Wulfert Pumping Station, with new piping, two new propane-driven pumps, and new instrumentation/controls. He stated that in 2000, IWA plans to complete approximately 60 capital projects, at an estimated cost of around \$3.2 million. Finally Mr. Blind recognized former IWA employee, Jack Middlebrook, who retired in 1999 after 23 years of service. Jack had served IWA in various capacities, including Administrative Supervisor, and most recently, Distribution Manager.

After the reports were complete, Members raised a number of questions on a variety of topics, ranging from environmental concerns regarding the deep injection well (adequate environmental protection has been provided), to various aspects of the City's new reclaimed water system (IWA's revenues will be adversely affected, but not seriously so).

Mr. Richard A. Calabrese was re-elected to a second two year term on the Board. Mr. Andrew J. Schroder was elected to serve his first two-year term, filling the vacant seat left by departing Board President, Harley R. Derleth.

At a special meeting of the Board of Directors following the Annual Meeting, officers for the next year were elected as follows: President: Paul E. Garvey; Vice President/Secretary: Richard A. Calabrese; Vice President/Treasurer: Robert B. Davison; Vice Presidents: Stella E. Farwell and Andrew J. Schroder.

WATER-USE RESTRICTIONS



IMPOSED

The South Florida Water Management District (SFWMD) has decided to place us under water-use restrictions again this year. The

restrictions took effect on May 31, 2000. This year, they decided to skip over the less stringent Phase I restrictions, and went straight to Phase II. While there are many twists and wrinkles in the restrictions for specific situations, in general, people who irrigate their landscapes will be limited to two days per week, from 4 a.m. to 8 a. m. on those days. Odd numbered addresses will be limited to watering during those hours on Wednesdays and Saturdays, while even numbered addresses can water only on Thursdays and Sundays. In addition, low volume hand watering will only be allowed from 5 p.m. to 7 p.m. on the same days. Car washing is also only allowed during the same hours, on the same days. For more details on the restrictions, call the SFWMD at (941) 338-2929, or visit their website at www.sfwmd.gov/org/share/phase2.html.

To answer, in advance, the most common question we get every year about these ~~restrictions, "Yes, they do apply to everyone on Sanibel and Captiva."~~



WELCOME NEW EMPLOYEES

We would like to introduce you to three new employees who have joined us over the last several months.

Steve Dover joined Production Department in October 1999 as an RO Plant Operator Trainee, where he helps us monitor and maintain the treatment plant, pumping stations and wells. He also is responsible for running the many laboratory tests that are required to ensure that our water quality meets all necessary standards. Steve lives with his wife Deborah in Fort Myers, where he enjoys fishing, boating and golfing.

Scott Somerville joined Distribution Department in February 2000 as a Trainee, where he is primarily responsible for reading our water meters. If you develop a leak in your plumbing system, Scott is the one who will likely catch it when he notices the high reading on your meter next month. Scott and his wife Cindy live on Sanibel, where he enjoys golfing, boating and biking.

Bill Epranian also joined Distribution Department in February 2000 as a Trainee, where he is responsible for servicing and repairing our distribution pipes and water meters. Lately, he has been involved in installing replacements for some of our older meters, which have reached their useful lives. Bill and his wife Karen live on Sanibel, with their children Samuel, Thomas and Jayna. He says he enjoys fishing, boating, fishing, biking, fishing, weight training, and offshore fishing (sounds like a pretty "fishy" guy).

When asked what they liked about working at IWA, all three men indicated they appreciated the good benefits and working conditions, as well as their co-workers. Funny, none of them said a thing



The Island Water Association, Inc.
P.O. Box 509
Sanibel, FL 33957