

At least we don't have to remember a new name, and failing that, resort to calling him "Hey You!"

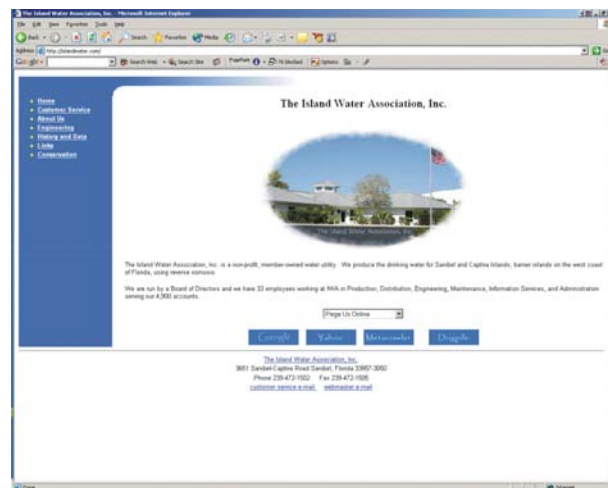
As an Operator Trainee, Mike is involved in all aspects of maintaining and operating our reverse osmosis treatment plant, as well as our remote tanks and pumping stations. So far, he says that his duties have been 100% training, and that will continue to be the case for many more months, as he learns everything necessary to become a licensed operator.

Prior to joining IWA, Mike had work experience as a mechanic, forklift operator, welder and electrician, which are all skills that we can use in the RO Plant.

Outside IWA, Mike resides in Fort Myers with his wife, Katharine. He enjoys restoring his truck, as well as camping and hiking. He says he likes his work at IWA, particularly his co-workers, who are friendly and very willing to help him learn and understand operation of the RO Plant.

Welcome to IWA, Mike!

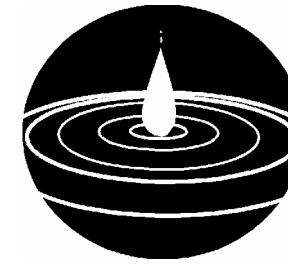
IWA ON THE WEB



For our computer-savvy Members, we have just recently updated our company internet site, located at www.islandwater.com. Unfortunately, there is a little less information available on the site than was the case before September 11, 2001, due to the need to restrict access to certain information in order to maintain the highest possible security of our facilities. None-the-less, there is still a wealth of information available with just a few clicks of your mouse, such as:

- A calculator for figuring or checking your own water bill.
- A diagram showing when we normally read your meter.
- A phone number/e-mail address list for contacting any IWA employee.
- A way to page any IWA employee directly.
- Links to popular search engines.
- Our water rates.
- Our Service Rules and Regulations.
- Printable forms for:
 - Automatic bill payment.
 - Change of mailing address.
 - Change of ownership.
- Past and present Consumer Confidence Reports about our water quality.
- Past issues of this newsletter.
- Internet links to weather, local and water-related sites of interest.
- Water conservation information and internet links.

If you have any problems navigating around our site, or if you have any suggestions for additional information that you would like to see there, just give Beau Stanley a call on (239) 472-2113 (extension 114), or e-mail him at beau@islandwater.com.



IWA PIPELINE



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A REAL BARGAIN!!

IWA Members who use large amounts of water (shame! shame!) and get large water bills may not agree, but IWA's water is really VERY cheap. It just depends on your terms of comparison.

If you ignore the fixed, readiness-to-serve charge of \$11.00 per month that every Member pays, regardless of water consumption, IWA water costs \$2.80 per thousand gallons for the first 5,000 gallons, increasing to \$5.55 per thousand gallons for Members who use over 25,000 gallons per month. That works out to 0.28¢ (that's ¢, not \$!) per gallon at the lower consumption level and 0.55¢ per gallon at the higher rate. Even if the fixed \$11.00 charge is included, use of 5,000 gallons/month results in a cost of only 0.5¢ per gallon.

When you compare the above costs for IWA water to that for bottled water, the comparison is quite striking. During a recent visit to a local merchant who sells bottled water, we observed prices ranging from \$6.35 to \$7.56 per gallon, for name-brand waters. That is about 1,500 times as expensive as IWA water, or to put it another way, for the cost of a single 24 ounce bottle, you could buy around 240 gallons of IWA water.

About now, there are probably a few readers of this newsletter who are thinking that we are missing the whole point, since bottled water is of much higher quality than IWA water. Well ... maybe yes ... maybe no. Bottled water used to have to meet **less** stringent quality standards than IWA's water, but that is no longer true; both are now held to the same high standards. Therefore, in one important sense, considering the health effects, they are of the same quality. However, that ignores the subjective matter of taste. Some people are very sensitive to the taste of the water they drink and they believe that bottled water tastes much better than IWA's. Others, like the author of this newsletter, can't tell the difference. So it's an individual deci-

sion, but unless bottled water tastes 1,500 times better than IWA water to you, you are not getting your money's worth!

THIS TIME, IT IS OUR MESS!!

In the last issue of this newsletter, we proclaimed "It wasn't us ... really!" This was in reference to the construction on San-Cap Road, by the City of Sanibel, for new sewer installation. However, at the same time, we noted that we have been known to occasionally create a mess of our own, just not that time. Well, now it's our turn!

Beginning in mid-May, we are replacing our existing water main serving Periwinkle Way, east of Causeway Road. We will be replacing very old, thin-walled pipe with new heavy wall plastic (PVC) pipe. We expect that the project will require approximately 3 months for total completion, assuming no unforeseen delays from weather, etc.

The purpose of this project is to improve the reliability, and to a lesser extent the pressure, of the water supply on the east end of Sanibel. The new pipe will be installed on the south side of Periwinkle Way between the edge of the road and the bike path. There will be minor disruption to vehicular and bike path traffic at various points during the construction. Please observe all warning signs and flagmen if you are traveling in the construction area, since we will be working very near the roadway. In addition, water service will be disrupted toward the end of the project, for very short periods of time, as we connect services to the new main. Finally, we will create some unavoidable floods in certain locations when we flush the line to make sure it is clean before placing it into service. The flushing will be done late at night to minimize flooding during daylight hours. We apologize for any inconvenience this project may cause our Members. For further information, contact Rich Calabrese at (239) 472-2113 (extension 129).

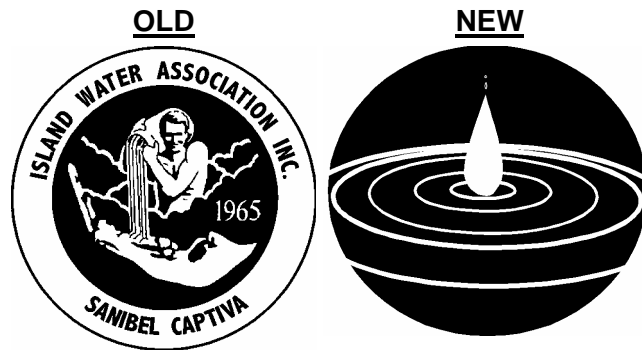
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OUR NEW "LOOK"

Who says utility companies are backward, stodgy monopolies?? At IWA, we are always trying to stay on top of the latest technologies, when they can help us either improve our customer service or save us money to help keep our water rates as low as possible. However, we have paid less attention to certain aspects of our public image than to operation of the company. An IWA Board Director recently pointed out that our company logo depicts a man pouring water out of a huge jug onto the islands (see below). While that may have been an appropriate message back when IWA first developed a water supply for the islands in the mid-1960's, it certainly is somewhat at odds with our current emphasis on water conservation.

Therefore, we began to develop a new, more appropriate logo. IWA employees were asked for their suggestions, and they submitted around a dozen options for consideration. From those suggestions, several different alternatives were presented for Board consideration. The new logo is shown below (and at the top of the first page of this newsletter ... did you notice??). It has a much more "modern" look than the old one, and by depicting a single drop of water, it is more consistent with the need to conserve our valuable water resource on the islands.



POOL OVERFILL

During our ongoing water conservation audit activities, we have uncovered a lot of different ways in which our Members are unknowingly wasting water and paying unnecessarily high water bills. Most of the problems involve landscape irrigation systems. However, we have recently uncovered another cause of high water use which we had not considered before ... overflowing swimming pools. Over 10% of the Members whom we have contacted have indicated that they have experi-

enced this type of problem.

Pools need to periodically be "topped-off" to account for evaporation losses. Normally, water is added either manually by the homeowner or pool maintenance workers using a garden hose, or automatically, by a float type valve not unlike that found in every toilet tank. In the case of manual fill operations, it is very easy to start doing something else and forget the running hose for days. In the case of automatic fill valves, they can stick open and also waste large amounts of water. When the valve sticks open, a low pitch hissing sound can usually be heard somewhere around the perimeter of the pool. The cost of the water wasted by a stuck fill valve or a forgotten hose can run into hundreds of dollars.

The best way to fill a pool is with a hose equipped with an automatic timer/flow meter attached to the hose bib. This device will only allow a pre-determined amount of water to flow each time it is turned-on. It is virtually fool-proof and inexpensive (around \$10). If you want to learn more about this water and money-saving option, give Rich Calabrese a call on (239)-472-2113 (extension 129).

WATER-WISE & WILDLIFE FRIENDLY



Shortly after we completed construction of our new office building in 1994 and moved in, we solicited the assistance of the Native Plant Nursery at the Sanibel-Captiva Conservation Foundation (SCCF) to help us design the landscaping around the building to be both "water wise" and "wildlife friendly." We did not install an irrigation system, and we won SCCF's award for businesses who install wildlife-friendly landscapes. The other day, we looked back at photographs of the landscaping

in 1994 and compared them to today's situation, and we were amazed at how well things have grown and thrived without an irrigation system. We have also been continually amazed at the amount and diversity of wildlife that seems to enjoy our landscaping.

Our Information Services Manager, Rusty Isler, is an excellent photographer. Since he spends a lot of time staring out his office window (no doubt contemplating new computer technologies), we assigned him the task of documenting our wildlife. He (wisely) ignored the snakes, lizards, palm rats, alligators, etc., and concentrated on birds. The results of his efforts are shown in the composite picture above, showing: (1) a pelican sitting on the walkway just outside our lunchroom (no, we didn't feed him/her), (2) a young osprey in the nest beside our parking lot, (3) a red-bellied woodpecker in a bush outside Rusty's office, (4) a cardinal in another bush, and (5) a screech owl giving Rusty the "evil eye" from one of our several birdhouses. If you want to see any/all of these pictures in full color, stop by our offices, and Rusty will show them to you. They are beautiful!!

As can be seen in the picture below, our office cat, Lizzie, isn't too impressed! Since she has spent her entire life inside the office building, she isn't sure what to think about those strange, colorful, feather-covered animals flying around outside her windows.



CONTROL THOSE SPRINKLERS!

The water use restrictions discussed in the last issue of this newsletter are still in effect. In fact, this time, the South Florida Water Management District, who regulates such matters, made the restrictions permanent. As a reminder, the restrictions are as follows:

- **No irrigation** is permitted between the hours of 10:00 a.m. and 4:00 p.m. on any day of the week, and all day on Friday.
- Even-numbered address can water on

Tuesday, and/or Thursday, and/or Sunday.

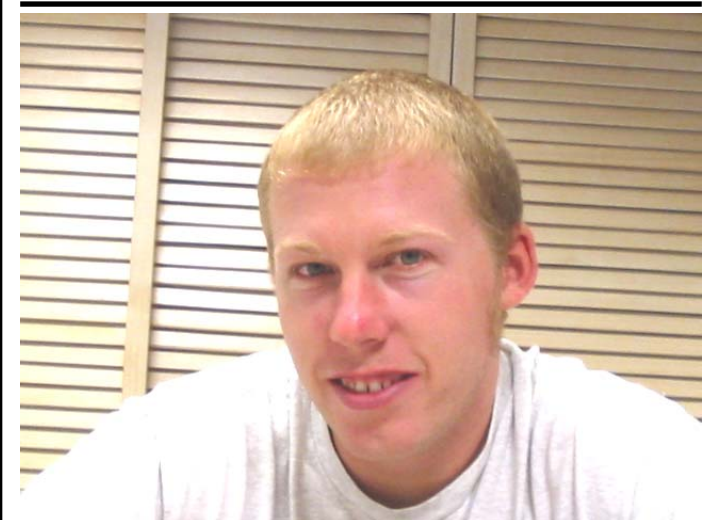
- Odd-numbered addresses can water on Monday, and/or Wednesday, and/or Saturday.

We have instrumentation and control systems which enable us to continuously monitor water use around the islands. Although Friday's water use is the lowest of any day of the week, it is plainly obvious that a good number of people are still watering on this prohibited day. The other possibility is that a lot of people are taking showers during the midnight to 5 a.m. period. We somehow doubt that that is very likely. During a recent brief drive-around, we had no trouble finding irrigation systems running on Friday.

We suspect the lack of compliance with these important water conservation restrictions is largely a result of a lack of knowledge about them, by our Members and/or their landscapers/groundskeepers. During the course of our ongoing water conservation program, we have had contact with many of our Members. The vast majority of them are serious about wanting to save water. In addition, we are certain that nearly all our Members read our newsletter articles on this subject (amazingly, many actually do). So that leaves us with the conclusion that uninformed landscapers are the most likely culprits. If you use a landscaper/groundskeeper, please make sure that they are aware of the restrictions, and that they set your irrigation timer consistent with them.

Thanks!!

WELCOME MIKE!!



Mike Rush joined IWA in late March as a Plant Operator Trainee, replacing long-time employee Mike Gannon, who elected to resign his position.