



IWA PIPELINE



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IWA NEEDS YOU!!



It's election time at IWA again, and next year three seats on our Board of Directors will be up for election. The seats are currently held by Robert B. Davison, Stella Farwell and David H. Demaree. Bob, the Board President, is completing his third and final term of service. Similarly, Stella, the Board Vice President/Secretary, is completing her third and final term. Dave, Board Vice President, is eligible for re-election to his third and final two-year term of service. He has served on the Board since 2001.

IWA is governed by a five member Board of Directors who serve without pay. Directors must be year-round residents of Sanibel or Captiva, so that they can attend all Board meetings, and must be IWA Members or an official representative of a condominium or other IWA Corporate Member. Meetings are normally held on the fourth Tuesday of every month. Directors are elected by the Membership at IWA's Annual Meeting to be held in April. Anyone who would like to run for one of the open seats should contact our Board Secretary, Patty Herrick, at (239) 472-2113 (extension 132) or by e-mail at patty@islandwater.com by **no later than December 31, 2004.**

THREE MONTHS AC

At the time this newsletter was being written, we were almost three months AC (After Charley). What a difference 3 months makes! Although things are still very different than BC (Before Charley), they are also very different than the period immediately AC. Mountains of vegetative and construction debris have been removed, and repairs are underway everywhere you look. Some things (like many Australian Pines) are gone forever, but new/better things are also appearing (like new storm-resistant vegetation, new roofs, new paint jobs, etc.). Our islands will never be the same as BC, but perhaps they will ultimately be better in many ways.

At IWA, most things are also getting back to what now passes as "normal." Like many of our Members, we are still repairing the damage to our facilities, although fortunately most of it is relatively minor. We are still waiting on someone to permanently repair the roofs on our office building and Chlorine storage building. Our water sales are running about \$160,000 behind what they should be and we have spent around \$300,000 on hurricane-related expenditures. While we believe that major additional hurricane-related expenditures are about over, we continue to experience water main and service line breaks as debris removal continues. We expect that our lower water sales (and hence revenues) will continue for some time, as Members' irrigation systems and homes are repaired. The good news is that our hurricane-related expenditures are about half of what we feared they might be a couple of months ago. The bad news is that our lost revenue looks like it may be higher than expected. Overall, IWA's financial condition remains very strong, with no anticipated need to take on additional debt or increase our water rates.

Our employees are also getting back to normal in their personal lives. Many of them had sig-

nificant damage to their homes and have completed repairs, but a few are still living in alternative locations as repairs continue. Most of them are happy to be working something closer to normal hours, even though the overtime pay during/after the storm did help pay for damage repairs and insurance deductibles in many cases. During this year's storm season, essential IWA employees were on duty for 11 straight 24-hour days, 6 additional scattered 24-hour days and eight 10-hour days. During the 24-hour days, employees slept in our offices on cots, ate in our lunchroom, and shared our one shower. That's a lot of long hours, regardless of the pay!!

One of our "lessons learned" from hurricane Charley is that communications are a major key to a successful and rapid recovery effort. Prior to the arrival of hurricane Charley, we already had a variety of different communication systems at IWA, including fax, phones, employee cell phones, a private VHF radio system, the Internet and 800 MHz radios (utilizing the same system as police/fire services). At some point or another during the recovery, every one of the systems failed and at some other point, each of them became vital to our efforts. Diversity was the key to our success. Since the storm, we have purchased a few additional 800 MHz radios and we have provided company-paid cell phones to key Managers, utilizing three different carriers. Although we luckily had no serious communications problems during/after hurricane Charley, we want to be even better prepared in the unhappy event that we ever have to go through a similar experience again.

At IWA, we have had enough hurricane "fun" to last us for the next decade or so. We have finally removed our storm shutters (see picture below). Hopefully we will not need them again for a long, long time!



YES, LIZZIE IS OK!!

In response to questions from several Members, we would like to hereby officially confirm that our office kitty, Lizzie, survived all this years hurricanes quite nicely, thank you. Immediately before/after hurricane Charley, when Fire and Emergency Medical Services personnel were living in our facilities, she wasn't a happy camper, since new people and/or crowds are not her favorite thing. In addition, employees who lived in our facilities for over a week brought three of their own kitties to live in our offices with Lizzie. It was a rude awakening for all four of our feline friends to learn that they weren't the only cat in the world!

Since we spent a lot of time with Lizzie during the storms, we decided that we might as well do something constructive with her. We therefore began an intensive, around the clock training effort to teach her how to read our water meters (see picture below). So far, we haven't been able to convince our current meter reader, Scott, to teach her how to drive our right-hand drive meter reading Jeep, but we have already ordered a really thick booster seat for her. Even though the seat had to be custom-manufactured with a tail hole, we are certain that her very reasonable salary will more than offset the cost of the seat. We are also sure that Scott will come around, once he realizes that he can sit in the air conditioned Jeep and let Lizzie run out in the summer heat to get the meter readings!



A SANIBEL MILESTONE

On November 2nd, a couple of IWA employees attended the 30th anniversary celebration of the incorporation of The City of Sanibel at City Hall.

The City holds the franchise for IWA's operations on Sanibel. We work very closely with City officials on an ongoing basis, and it is always a pleasure to do so.

Happy Birthday Sanibel!

SECURE HYDRANTS

It's time for the first ever IWA Member awareness test. Have you noticed anything different recently about fire hydrants on the islands? Check out the picture below. Both Sanibel and Captiva hydrants are now fitted with spiffy new hydrant locks, consisting of a thick stainless steel band which blocks access to the hydrant ports and a heavy-duty padlock to secure it in place. These locks were purchased by IWA and installed by both island Fire Departments, who own the hydrants.



There were a couple of related reasons for installing the hydrant locks. First and foremost, they are a deterrent to terrorism attacks on our water system. Without going into details, for obvious reasons, fire hydrants are widely accepted as the most vulnerable part of any water system from an intentional contamination standpoint. Although the locks can obviously be breached by a determined terrorist, they make such acts much more difficult and therefore less likely. In addition to deterring terrorism, the hydrant locks will also deter water theft from the hydrants. While IWA's actual financial loss from hydrant water theft is usually not very significant, we worry more about the unintentional water contamination that can occur during such thefts. For example, in the past, we have caught pesticide application and sewer inspection contractors filling up their trucks at hydrants, of course without installation of a backflow device to prevent the possibility of serious contamination flowing back into the hydrant under unusual pressure con-

ditions.

IWA is not the first water utility to install hydrant locks, but we are definitely among the first. We believe that it was an important, necessary step to ensure the maximum security for the quality and safety of our water supply. We want to thank both Fire Departments for installing the locks and for training their employees in their use.

CAUSEWAY BLUES

While this newsletter carefully avoids commenting on the political aspects of any subject, we thought that our Members might like to know how the ongoing Causeway situation is affecting our operations at IWA. Of course that's certainly not to say that we don't have our own opinion(s) on the politics of the matter, but more than enough has already been written by many others on that subject!!

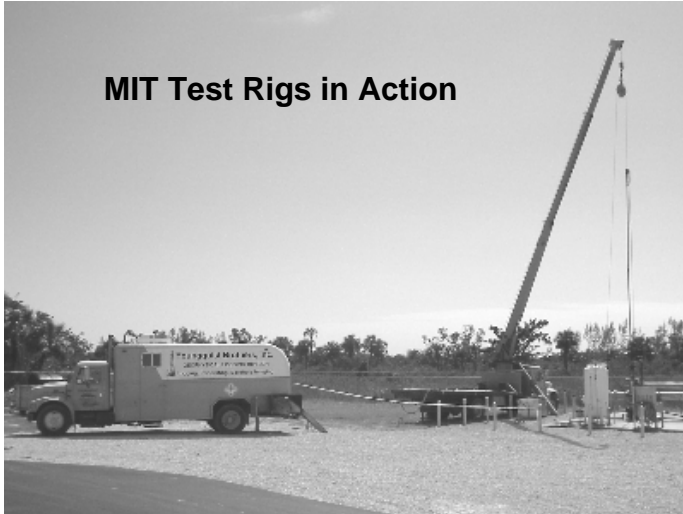
The Causeway situation has two major impacts on IWA's operations. First, IWA's employees, like everyone else using the Causeway, are impacted every day during their commutes on/off the islands. Very few IWA employees live on the islands due to the very high cost of real estate. They suffer through traffic congestion and delays almost every day as they cross the Causeway. That not only results in the need to pay our employees consistent with their inconvenience and frustration, but it also makes hiring and retaining employees more difficult. The second effect of the Causeway situation on our operations is, quite simply, increased costs of doing business. Our suppliers are also reluctant to fight the traffic congestion and to pay the high tolls, and those who do agree to do business with us often charge us a hidden surcharge for their trouble. In the case of chemicals deliveries, we have had to hire another RO Plant operator in order to have two on duty in the middle of the night, when deliveries must be made, for safety reasons. And then of course there are the significantly increased tolls that IWA pays for its employees.

Here's hoping all aspects of this problem can be quickly resolved in some manner or another, for all our sakes!!

INJECTION WELL CHECKUP

In mid-October, the first Mechanical Integrity Test (MIT) was performed on our deep injection well, shared by the City of Sanibel and IWA for disposal of excess treated effluent and brine waste

respectively. An MIT is required every five years to ensure that the well is not leaking. The tests included: (1) a video survey of the entire casing and open hole to a depth of over 3,200 feet, (2) a pressure test at 150% of the maximum operating pressure, and (3) a dye test to ensure that the cement grout surrounding the casing is intact. We are happy to report that the well passed all these tests with flying colors, and we anticipate that it will continue to do so for many years into the future.



MIT Test Rigs in Action

WATER CONSERVATION

Last year, IWA undertook its most extensive water conservation effort ever. Engineering Manager, Rich Calabrese, developed a program, partially funded by the South Florida Water Management District (SFWMD), to contact our 350 highest water users and to help them conserve water.

Since the vast majority of our high water usage is the result of excessive, unnecessary and/or ineffective landscape irrigation, the program con-

centrated on these systems, utilizing the services of an outside licensed, experienced irrigation contractor. The program results were very impressive. We estimate that the 30% of our high users who responded to our offer to help them conserve water saved around 26,000,000 gallons of water last year, which is a lot of water! We really appreciate those Members who participated and conserved so much of a valuable and finite natural resource!! The SFWMD has paid us \$3,560 for their share of this program. IWA paid an equal amount.

Some important lessons emerged from this effort that we would like to share with all our Members, as follows:

- Most landscape companies are more concerned with cutting/fertilizing the grass, and pruning shrubs, than with irrigation systems or water usage. IWA Members need to understand their irrigation system so that they can ensure that it doesn't waste water.
- Landscaping changes over time, and the original design of the irrigation system does not always reflect the needs of the current landscaping. Irrigation systems are often designed for watering-in new shrubs and trees. Established vegetation does not require nearly as much water.
- Members should have their irrigation systems completely checked at least every six months, including operation of the rain sensor.
- Irrigation timers should be reset seasonally (Spring, Summer and Fall) to accommodate the changing watering requirements of landscapes.

We are currently expanding this conservation effort to additional Members, whose slightly lower water usage did not qualify them for the first program. If you have any questions about water conservation, just give Rich a call at (239) 472-1502.

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