



# IWA PIPELINE

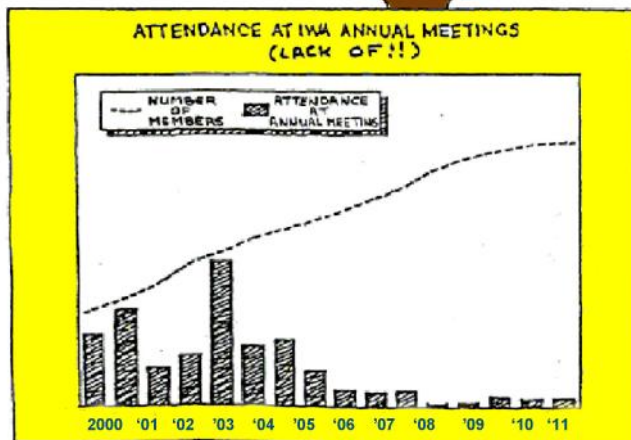


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## Y'ALL COME, Y'HEAR!



This year, IWA's Annual Meeting will be held on Monday, **April 9, 2012** at 10 a.m. in our offices at 3651 Sanibel Captiva Road. Those wishing to participate in person and/or cast ballots at the meeting must register at the teller's table between the hours of 9:00 a.m. and 10:00 a.m. at the meeting location. In the event you will not be in attendance, please sign and print your name as it appears on your bill, on the enclosed proxy card. Mail your proxy to the Head Teller. It must be received by Friday, April 6, 2012. Further materials relating to this meeting are enclosed with this Newsletter. **PLEASE** vote your proxy and return it to us as soon as possible.

The Nominating Committee met on January 24, 2012 to select candidates for the two vacancies on the Board of Directors this year. Tim Gardner was nominated for one of the open positions, along with Jack Cunningham, a current Board member. Brief resumes for the nominees are enclosed on a sepa-

rate sheet.

We will have the customary coffee and doughnuts available before the meeting begins. Also, as has been the case at the last few Annual Meetings, we'll be happy to give everyone a tour of our facilities after the meeting is over. We encourage all attending Members to take advantage of this opportunity to see where and how our drinking water is processed on the islands and to meet some of our dedicated employees.

So mark your calendars for April 9th and plan to attend. We'd like to see **YOU** at our Annual Meeting this year! It will be a great opportunity to learn about your water company and the issues and challenges we face in providing safe and reliable drinking water to Sanibel and Captiva Islands. All of our Members own a part of IWA, and this is your chance to participate in its operation and to ask whatever questions you may have.

## PROMOTIONS, NEW EMPLOYEES

It has been a busy start to 2012 for IWA managers. Since General Manager, Rusty Isler, announced his June retirement, Don DuBrasky has been promoted from Acting General Manager to Assistant General Manager, and Karen Warrick, Membership Coordinator, has been promoted to Administrative Manager. In the Production Department, with Production Manager Phil Noe's passing, Pat Henry was promoted to Production Manager, Ron Freitag was promoted to Chief Plant Operator, and Brandon Henke was promoted to Plant Technology Coordinator. Also, the Production Department has hired three Operator Trainees, and the Maintenance Department has hired an Industrial Electrician. The Administrative Department is looking to fill Karen's previous position, Membership Coordinator. This will fill all of our vacant positions, since IWA has been running shorthanded for the past few years. We will profile the newest employees in future editions of *IWA Pipeline*.

## IN MEMORIAM, IWA MASCOT LIZZIE

Thirteen years ago, an injured kitten was pacing outside the IWA office. The female kitten was hurting, thirsty, and hungry. She came to the right place to get water. We figured she had gotten into a fight with a raccoon, and had an injured jaw to show for it. A couple of our people were able to catch her in a live animal trap. She was named



*Lizzie contemplating her next meal*

Lizzie for her love of chasing lizards, and promptly adopted by everyone at IWA. Ever since then Lizzie has had a pampered home at IWA and has done pretty much whatever she wanted to do. Lizzie even has managed to appear in the IWA Pipeline Newsletter once or twice a year over the years.



*Lizzie catching some rays*

Lizzie's health declined rapidly in February and on February 7<sup>th</sup> she passed away. Above is the last picture taken of Lizzie as she lay in the sun looking for warmth. Perhaps she knew her sun was setting as her kidneys failed. After thirteen years of being a part of IWA, she will be greatly missed by all hands.

## FACILITIES MAINTENANCE

If you visit our Reverse Osmosis plant or the front office, you will notice the buildings and equipment look almost new. This doesn't happen automatically. The R.O. Plant is more than thirty years old and the office building was built seventeen



*Spray-painting IWA garage doors*

years ago. We take our maintenance program seriously and are proud of the ongoing results. Employees in the Distribution, Maintenance, and Production Departments are qualified to use many types of tools. Our official Maintenance Department consists of four employees; however, employees in all three departments consider maintenance to be an important part of their job duties. We have such a broad depth of skills and expertise, our employees can fix just about anything.



*Aqueous pipe crossing maintenance/painting*

Our people are proud of what they do and it shows!!

Every maintenance project is evaluated to determine whether it will be done in-house or contracted out. Some jobs, such as a large painting job or installing a fence line, are put out for bids.





*New fence line*

IWA has a long list of subcontractors with whom we have long-term relationships. They understand the high quality of work that we demand, and we know we can expect that quality when we use them. We have started out 2012 with a flurry of projects such as roof repairs, garage door painting (contracted out), and grounds-keeping to take advantage of the nice, dry weather. At IWA, maintenance, repairs, and upgrades never stop.

## THE DUNES PIPING UPGRADE

Beginning this April, IWA will start replacing aging thin-wall plastic pipe that is serving homes in the Dunes subdivision. Residents may have noticed the frequency with which we have had to repair leaks in their neighborhood. The new pipe will have a much thicker wall (0.503" vs. 0.316"), and will be upsized from 6" to 8". These main lines run along the edge of the roadways in most places, so disruption to vehicular and bicycle traffic should be minimal. The result of these upgrades will be improved reliability and service to the Dunes.

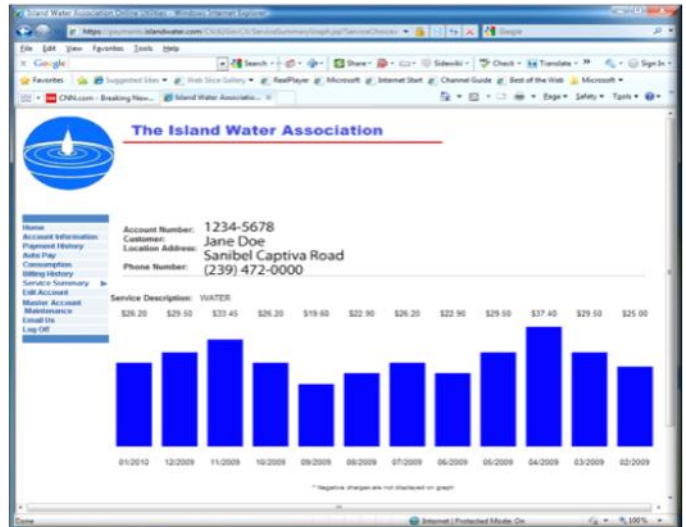
The existing piping utilizes iron and plain steel saddles to make the connection between the main pipe and each home's water meter. This connection is called a "service line." These saddles are failing with increasing frequency, as the nuts, bolts, and the saddles themselves rust away (after 30+ years). The new main will incorporate corrosion-resistant stainless steel saddles for each service line connection. Existing service lines are thin-wall PVC pipes with glued fittings, another failing component. New service lines will be upgraded to flexible polyethylene pipe with compression fittings and no couplings.

IWA is currently in the permitting and engineering process. The first phase of the project will include Sandcastle Road (from Albatross north to the Clubhouse), Pelican Road, Sandpiper Circle, Mockingbird Drive, Kittiwake Circle, Sanderling Circle and Causey Court. This phase of the project

should take from April through November 2012. The second phase, which includes the remainder of the subdivision, should begin in April 2013, and last about four months. The City of Sanibel will repave the entire subdivision after completion of both phases. Meter upgrades (to radio read) are currently underway. As always, when this project is finished, after we restore landscaping to as close as possible to its original state, you'll hardly even know we were there.

## ONLINE ACCOUNT ACCESS

Another automated service we are offering our members is online account access. Have you ever woken up in the middle of the night and wondered what your last water bill, payment history, or monthly water consumption was? Well, now you can jump on the Internet and find out. As is the trend these days, we have been asked by some of



*Sample Account Access Web Page*

our members to provide more of their information over the web and we have heard the call.

Recently we installed an online link to our utility billing system to help you monitor your water consumption, billing address, and historical information. This should be particularly helpful for our members that travel frequently and are accustomed to working with online services. If you would like to give online access a try, just go to our home page [www.islandwater.com](http://www.islandwater.com), click on the Online Account Access link and set up a secure online account and password (pin). You will need your cycle/route and account number from a prior water bill to get started. Once you are set up you will have three years of history at your fingertips. You may also make a credit card payment on your account. Then perhaps the remainder of your night's sleep will be more restful.

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## 2012 IWA BUDGET APPROVED

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IWA's Operating Budget for 2012 has been presented to our Board of Directors and approved at the January 24th Board meeting. Budgeting has always been a bit of an art in the water utility business, due to variables beyond our control, such as rainfall and seasonal visitors.



The budgeting process begins in October with Department Managers analyzing their department's needs for the coming year. The Production Manager must estimate how much water will need to be produced for the year, based upon rainfall, the economy, and predicted tourist season, while the Distribution Manager must estimate how many repairs might have to be made and how many water meters and valves might have to be replaced based upon the age of various sections of our system. Our 45-year history certainly helps with these budget estimates.

2012 Revenues are budgeted at \$6.99M, with Operations, Maintenance, and Capital expenses budgeted at \$8.23M. Capital expense should consume about \$2.2M of the total expenditures, resulting in a \$1.24M Budget shortfall, which will be funded by IWA reserves. In this day and age, budgeting has become even more challenging, due to the increased volatility of the cost of energy, chemicals, medical insurance, and the overall state of the economy.

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## BOB DEGAND - EXPERT RECYCLER

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As we mentioned earlier, on occasion we use outside contractors to help us with unusually difficult repair or maintenance jobs, or ones that take special expertise. One non-employee that has had a symbiotic relationship with the Island Water Association for over thirty years is island



*Bob Degand, Recycler Extraordinaire*

resident Bob Degand. Bob is an expert materials recycler, and will remove any metal scraps from distribution repairs, thus saving IWA the cost of disposal. Bob was a recycler before recycling was cool. I guess that makes him a trend setter. Several decades ago Bob would have been called a junk man. Long-time Sanibel Islanders may remember when he spent most of his day building docks and decks. Bob has been a part of IWA longer than any of our employees. Bob will soon be an Octogenarian and can still load a kaput twenty-five cubic foot two-door refrigerator in his pickup truck without assistance. Way to go Bob, Happy Birthday!

