

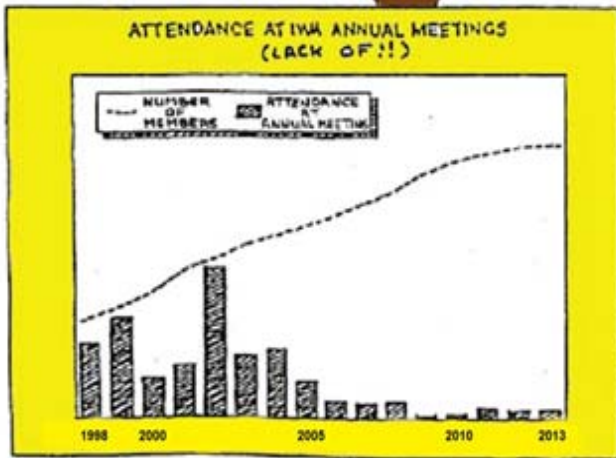


# IWA PIPELINE



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3651 Sanibel-Captiva Road, Sanibel, FL 33957 • <http://www.islandwater.com>  
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## Y'ALL COME, Y'HEAR!



IWA's Annual Meeting will be held on Monday, **April 14, 2014** at 10:00 a.m. in our offices at 3651 Sanibel Captiva Road. This year, the only items on the agenda to be voted on by members are the election of two Board members whose two-year terms are up this year. Both Board members are eligible for reelection. 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 11, 2014. 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 28, 2014 to select candidates for the two vacancies on the Board of Directors this year. Mr. Jack Cunningham, current Board member, was nominated

for his third two-year term. Mr. Ralph Sloan, who completed the last year of Tim Gardner's two year term, was nominated for his first two-year term. Brief résumés for the nominees are enclosed on a separate sheet.

We will have the customary coffee and doughnuts available before the meeting begins. And, as always at our Annual Meeting, 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 here on the Islands and to meet some of our dedicated employees.

So mark your calendars for April 14<sup>th</sup> 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.

## MAILING LABELS

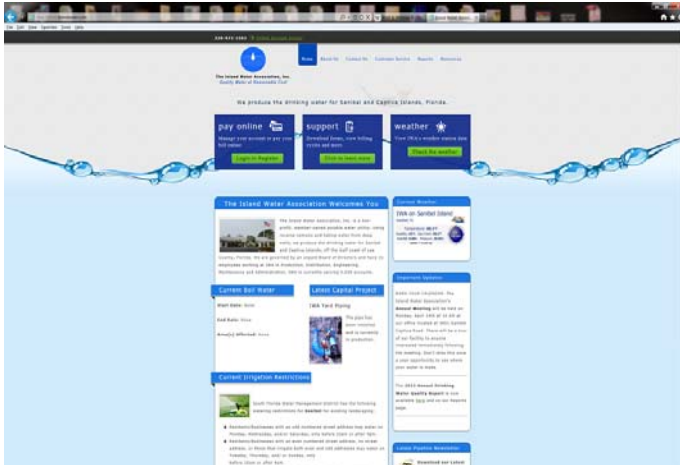


As we related to you last year in the Spring Pipeline newsletter, we will no longer include mailing labels with this issue. The total cost of including the labels in the mailing became prohibitive, and the labels themselves were becoming hard to find.

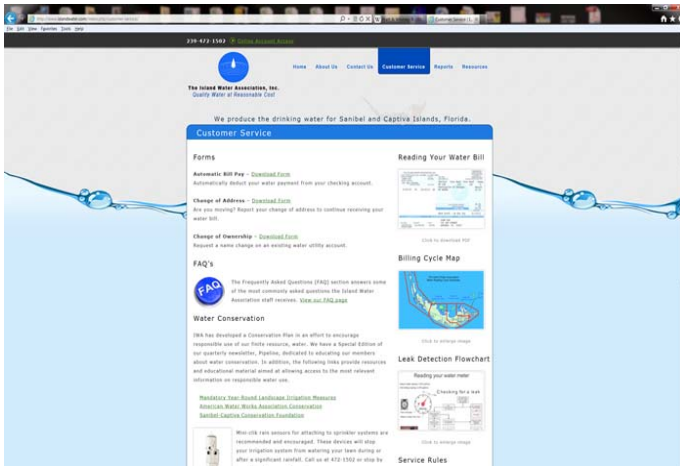
Mailing labels will always be available in the front office, so stop in and pick some up if you wish. Call, email, or drop us a note if you would like us to mail you some.

## IWA WEBSITE FEATURES

Have you visited IWA's new and improved website? Our website was redesigned in 2013 to make it more visually appealing and user-friendly. Not only can you view and pay your water bill online, but there is a wealth of information about IWA, water usage, and even the weather on Sanibel.



The "Home" page features general information about IWA, any boil water notices, our most recent Capital Projects, updates, and the current water restrictions for Sanibel and Captiva. There are a number of tabs including a "Check the weather" tab that can be clicked on to get more in depth information.



Customer Service Page

Clicking on the "Customer Service" tab or the "Support" tab brings up forms to sign up for bank drafting, change your billing address, and change of ownership. There is a FAQ section to answer many of your questions about Island Water. We

welcome any suggestions for additional questions to be added to our FAQ's. A sample of an IWA water bill detailing the information on the bill is shown. A map of the islands shows when your water meter is read every month and the chart below it shows how to read your water meter and check for leaks at your property. The IWA water rates and rate calculator are included in the Customer Service section as well as our Service Rules and Regulations and mandatory year-round irrigation times set forth by South Florida Water Management District.

IWA's financial information, the annual drinking water quality report, all of our past newsletters, annual rainfall, and causeway crossing information is found under the "Reports" tab. Links to The City of Sanibel, SCCF, Sanibel Weather, and South Florida Water Management District are located under the Resources tab. You can meet the IWA Board of Directors and some key contact people under the About Us tab and view the IWA holiday schedule.

As always, any suggestions for further information that you, our customer and member of IWA, would like to see on our website are welcome. Feel free to email Karen at [karen@islandwater.com](mailto:karen@islandwater.com) or give her a call at 239-472-2113, ext. 125.

## RO PLANT OPERATOR LICENSING

As of February, 2014, all operators in our RO Plant are fully licensed by the Florida Department of Environmental Protection (FDEP). There are three levels of licensing for Drinking Water Plant Operators. Operator Trainees are eligible for the "C" license after passing an exam and showing one year of experience at a water plant. A "B" license requires three years of experience and another exam, and an "A" license requires five years experience and an exam that includes a section on management practices. An RO Plant of IWA's size (5.99MGD) requires an operator with a "C" license to be on duty while the plant is running, while the supervisors must have at least a "B" license (Production Manager, Chief Plant Operator). Both of IWA plant supervisors are "A" licensed, and we now have an additional three "A" licensed operators, two "B" licensed operators, and five "C" licensed operators, including the four operators that have been hired since 2012.

At IWA we have always stressed the desirability to have our operators fully licensed. The written exams for these licenses are difficult, to say the least, and require many hours of study to pass. The operators must study on their own time, but,

with hard work comes benefits, for both the operator and for IWA. The operator gains knowledge and experience, plus extra license pay, and IWA gains an experienced operator. After obtaining the license, the operator then must take required continuing education courses every two years to remain current on the latest technologies and practices in the drinking water production industry.

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## RO PLANT AWARD

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*FDEP 2013 Plant Excellence Award*

The South District of the Florida Department of Environmental Protection presents awards to water plants with outstanding records of operator performance, safety, and regulations compliance. There is a lengthy application process and an extensive review process before these awards are given. The awards are broken into categories based on plant capacity. IWA falls into the “medium” category, based on our 5.99 MGD production capacity. For 2013, IWA was presented with the “Plant Operations Excellence Award.” It was awarded for “Outstanding Operation through Dedicated Professionalism,” and was presented at the Focus on Change seminar held in Punta Gorda, Florida, on Tuesday, February 25th. Brandon Henke, our Plant Technology Coordinator, accepted the award on behalf of IWA. This award highlights the hard work and dedication of all IWA plant operators.

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## MEET KAREN WARRICK

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Anyone who has stopped in or called IWA’s front office in the past 14 years has most likely met Karen Warrick. Karen had been the face of IWA until 2012, when she was promoted to Administrative Manager from Membership Coordinator. Karen was promoted when GM Rusty Isler retired in June of 2012 and then Administrative Manager Don Du-

Brasky was promoted to GM. As Membership Coordinator, Karen was quick to help with billing or high usage issues. She still has her ear tuned to the front door and the phones, and is always ready to pitch in with member related issues. Karen has embraced her new responsibilities as Administrative Manager and enjoys the challenges they present.

Karen moved to SW Florida in 1989 and is originally from Erie, PA. She has two children who are both in college, a daughter at FGCU and a son at UCF. In her spare time, Karen likes to do home improvement projects, walk by the Caloosahatchee River, read, and bake. She has two dogs and a cat to keep her company now that her children are no longer living at home.



*Karen hard at work!*

The next time you are in the neighborhood stop in and say “Hi” to Karen. Don’t be surprised if she knows your member number by heart!

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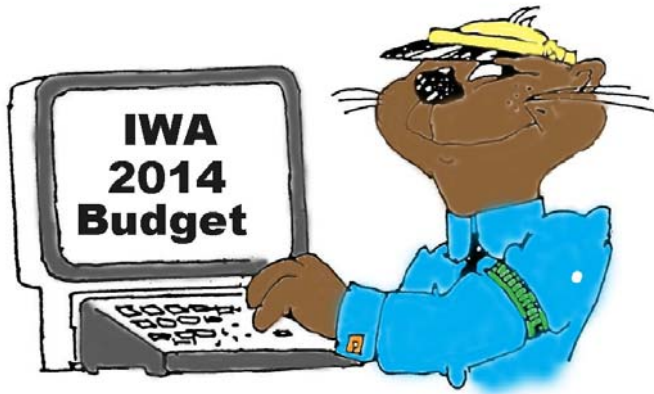
## 2014 BUDGET

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IWA’s Operating Budget for 2014 has been presented to our Board of Directors and approved at the January 25th 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 almost 50-year history certainly helps with these budget estimates.





2014 Revenues are budgeted at \$7.27M, with Operations, Maintenance, and Capital expenses budgeted at \$7.84M. Capital expense should consume about \$1.70M of the total expenditures, resulting in a \$570K 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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### IN MEMORIAN

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Stella Farwell, a former Vice President of the Board of Directors of the Island Water Association, died on January 27, 2013. A celebration of her life was held at St. Michael and All Angels Episcopal Church on February 7th.

Stella, a Captiva resident, was an artist and spent the last years of her life promoting ovarian cancer awareness as well as creating art. She moved from New Orleans to Captiva Island in 1990 to pursue her love of art. In New Orleans, where she grew up, she was Queen of Carnival in 1960, and volunteered for many organizations, including being a founding member of the Louisiana Nature

Center.

On Captiva and Sanibel, Stella volunteered for numerous organizations, including the Captiva Civic Association, the Captiva Fire Control District, and BIG Arts. She was also a founding member of the Creativity program and the Captiva History Project.



Stella also traveled extensively, including visits to all seven continents and the geographical North and South Poles.

Stella will be greatly missed by the entire IWA organization. We extend our deepest sympathies to her husband Phill Urion and her family.



*Stella at her 2009 showing at Art Modern Gallery in Naples*

