

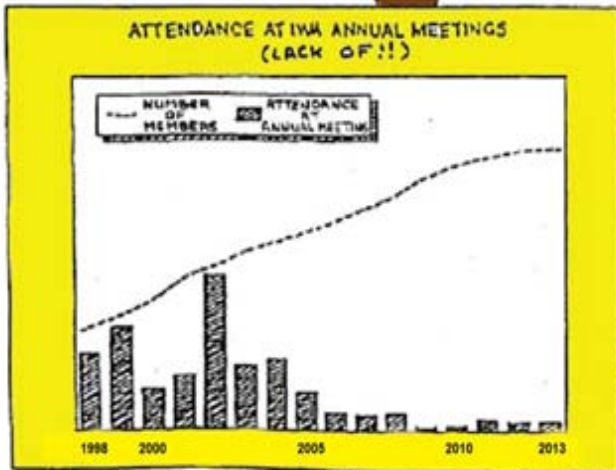


IWA PIPELINE



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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 9, 2018**, at 10:00 a.m. in our offices at 3651 Sanibel Captiva Road. This year, the only item on the agenda to be voted on by members is the election of two Board members. One is completing his second two-year term, but has declined a third term. The other Board member is completing his first two-year term, and is 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 IWA, on the morning of the meeting. 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, 2018. 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 IWA Nominating Committee met on

January 23, 2018, to select candidates for the two open seats on the Board of Directors this year. Dr. Bruce Neill, PhD, current Board member, was nominated for his second two-year term. Ms. Maureen O'Brien was nominated to fill the seat being vacated by Dr. Ralph Sloan, PhD, who is declining a third term. Brief résumés for the nominees are enclosed with this newsletter on a separate sheet.

We will have the customary coffee and doughnuts available before the meeting begins. And, as usual, we will 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 Monday, **April 9**, 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.

EAST ROCKS SUBDIVISION

The East Rocks Subdivision will have most of their water main pipes upgraded this summer. Much of the subdivision's piping had already been replaced when the City installed their sewer expansion project, and extra fire hydrants were installed.. The streets involved are Durion Ct., East Rocks Dr., and Boulder Dr. Decades-old thin-walled pipe will be replaced with heavy-walled C-900 PVC pipe. Rusting steel saddles and schedule 40 PVC service lines will be replaced by stainless steel saddles and High Density Polyethylene (HDPE) tubing. The project will begin after season, most



East Rocks Subdivision

likely in May, and last through the summer. All affected homeowners will be notified well in advance of commencement. All affected areas of construction will be restored as close as is possible to original condition. This project continues IWA's ongoing plan to replace as much of the aging thin-walled pipe in our system as is possible and practical.

2018 BUDGET

IWA's Operating Budget for 2018 was presented to our Board of Directors at the January Board Meeting. It was decided by the Board to hold a Budget Workshop to further delve into the budgeting process. 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 General Manager must estimate how much water will need to be produced for the year, based upon rainfall, the economy, and predicted tourist season. 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 more than 50 year history certainly helps with these budget estimates.

2018 Revenues are budgeted at \$7.35M, with Operations, Maintenance, and Capital expenses

es budgeted at \$8.1M. Capital expense should consume about \$1.9M of the total expenditures. In this day and age, budgeting has become even more challenging due to the increased volatility of the cost of energy, chemicals, health insurance, and the overall state of the economy.



IWA REMINDERS

Please make sure that Island Water has your most recent contact information. Our office often receives calls from neighbors, dog walkers, our technicians, and workers on Sanibel and Captiva that report an irrigation zone stuck on, a puddle in a driveway or lawn, even a leaking backflow prevention device. Kathy, our membership coordinator, then tries to contact you, the homeowner, to inform you of the issue. If you are unsure if we have your most recent contact information, here are 5 options:

- 1) email Kathy at kathy@islandwater.com
- 2) call our office at (239) 472-1502
- 3) send us a fax at (239) 472-1505
- 4) fill out a change of address form on our website under the customer service tab and submit
- 5) fill out the back of the payment stub when mailing a payment

If you employ a home watch for your property, we highly recommend that he/she read your water meter when checking your home. Island Water reads your water meter once a month. By reading the meter regularly, leaks and high usage can be caught before the problem has gone on for an entire month. Water meters are located in the utility easement of your property, usually either the far right or far left corner of your property. Reading the water meter is just like reading the odometer of a car. All of our meters also have a flow indicator on them which looks like a red gear. If that red gear is turning, it means that water is going through the meter. There is a diagram on our website showing how to read the water meter & how to isolate a potential leak. If your home watch cannot find your water meter, one of IWA's technicians will be happy to assist him/her.

Sign up for paperless billing and bank drafting. You would never have to worry about getting your water bill and having it paid on time as you are traveling or just relaxing on the Sanibel and Captiva beaches. You can find our bank drafting form is on our website home page, www.islandwater.com when you click on the "Support" box. It can be emailed to Kathy or mailed in with a payment. You can send an email to us to sign up for paperless billing via our website by clicking on the "E-mail Us" link on the Paperless Billing tab. Or you can always call us. Our phones are answered by a live person. You will never get a recording or get stuck in a phone tree.

Helpful Hints

- Be sure that every member of your household knows how—and where—to shut off the water supply valve.
- Twice a year test the valve to be sure it has not become stuck in the "on" or "open" position.
- Several times a year inspect plumbing beneath sinks and check washing machine hoses to ensure connections are secure.
- Always be alert for signs of moisture on walls, ceilings or floors, or for rust tinted water. These could indicate a slow leak or plumbing supply failure
- Monitor monthly water bills for signs of high usage, which may indicate a potential plumbing issue.

RO PLANT FDEP EXCELLENCE AWARD

Each year, the Florida Department of Environmental Protection (FDEP) presents awards to domestic wastewater and drinking water facilities around the state that demonstrate excellence in operation, maintenance, innovative treatment, waste reduction, pollution prevention, recycling, or



Production Manager Pat Henry with the 2017 FDEP Plant Excellence Award

other achievements. These awards recognize facilities that demonstrate a special commitment to excellence in management through dedicated professionalism, and that have an impeccable history of record-keeping compliance.

The Island Water Association received the 2017 "Plant Excellence Award" for the medium community, south FDEP district. There are 10 water treatment facilities chosen each year from the entire state of Florida. This is the 7th time IWA has received this award since 2003.

MOVING ON IN LIFE

After almost 37 years at IWA, Industrial Technology Manager John Leiter is retiring, effective 2/28/18. John started working at IWA as an Industrial Electrician after working on the then new Reverse Osmosis plant equipment for another company. He was lured over to IWA and the rest is history.



Industrial Technology Manager John Leiter

He became a manager in 1998, and was responsible for the design, installation, and maintenance of our high tech SCADA and HMI hardware and software that run the day to day operations of the plant. He was also responsible for the maintenance and repair of all IWA facilities, including the administration buildings and well fields.

John and his wife live in Cape Coral and have four grown children and five grandchildren whom they enjoy spending as much time with as possible. They also have a motorcycle and a boat, which they plan on using extensively in retirement.

John will be greatly missed here at IWA and we sure hope he stays in touch and joins us for a pizza party or two.

John Spurrier, Maintenance Supervisor, has been promoted to Maintenance Manager, and will take over John Leiter's position. John Spurrier has been with IWA for 12 years. He and his wife reside in Fort Myers, formerly of Maryland. They have two grown children and seven grandchildren (whew!).



John Spurrier, Maintenance Manager

MEET THE NEW EMPLOYEE

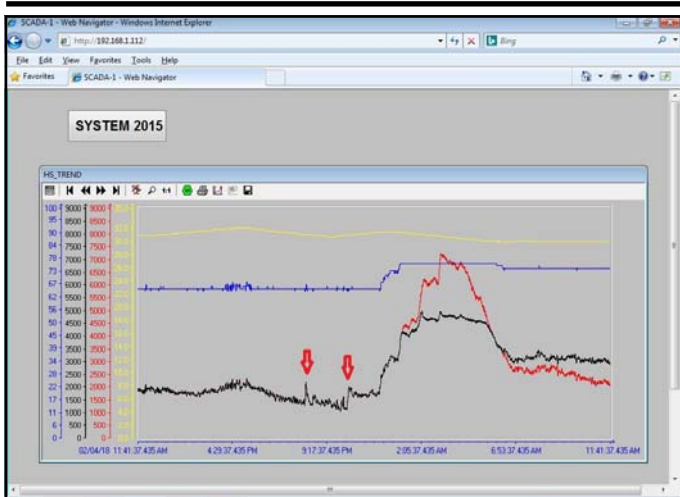
IWA has hired an Industrial Electrician, Robert Lauramore. Robert has extensive experience in high voltage industrial environments, and seems to be a great fit for IWA. He has been with us for almost 2 months now. What he likes so far about working for IWA is “the great atmosphere and the positive work environment.”

Robert and his wife live in Fort Myers. They have one child. When he isn't working, Robert might be boating, fishing, snorkeling, or scuba diving. It sounds like he enjoys the water!



Robert Lauramore

ANOTHER SUPER SUNDAY!



SCADA screenshot showing peak water usage during halftime and end of game

Sunday, February 4th, saw another Super Bowl to remember (for football fans, that is). The heavily favored New England Patriots took on the Philadelphia Eagles, looking for their sixth win and their third in the last four years. It wasn't to be, as the Eagles won 41- 33 in another exciting game from start to finish. The above SCADA screenshot shows water usage peaking for a short period right at halftime, as fans hurried to the bathroom so as not to miss Justin Timberlake's excellent halftime show. Again, water use spikes at the very end of the game (right red arrow). In previous years, the more exciting the game, the higher the spikes.

EMPLOYEE ANNIVERSARIES

In this day and age of job-hopping, it's unusual to find employees at one place of employment for ten years, let alone twenty or thirty. Well, this year at IWA, we have three employees celebrating ten years on the job, and one employees celebrating twenty years! Here they are:

20 years

Tom Powers - Level 3 Plant Operator

10 years

Dan Paolino - Distribution Technician
Scott Sheldon - Level IV Plant Operator
Patty Herrick - Purchasing Coordinator

Congratulations, lady and gentlemen!

SIGN UP FOR PAPERLESS BILLING!
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