



IWA PIPELINE



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YOUR 2019 ISLAND WATER ASSOCIATION BOARD OF DIRECTORS



Jeff Springer
President



Dennis Berry
VP/Secretary



Michael Boris
VP/Treasurer



Ken Kouril
Vice President



Dr. Bruce Neill
Vice President

2019 ANNUAL MEETING

On April 8, 2019, the 54th Annual Meeting of The Island Water Association, Inc. (IWA) was held at the Association's offices, located at 3651 Sanibel Captiva Road. Board President, Dennis Berry, presided over the meeting, where Dennis Berry and Ken Kouril were elected to their second two-year terms and Mike Boris was elected to his first two-year term. Mr. Boris replaces Paul Garvey who retired after completing his third and final two-year term on the IWA Board of Directors. Additionally, Jeff Springer was elected to complete the second year of a two-year term for which he had been appointed to fill a vacancy in late 2018. Dr. Bruce Neill is completing the first year of his second term, and was not up for reelection this cycle.

Highlights of the meeting included a review of IWA's financial position by Board Treasurer, Jeff Springer. Mr. Springer explained that IWA has excellent liquidity, modest debt and controlled expense growth while maintaining the

lowest water rates in Southwest Florida. Mr. Springer, along with IWA General Manager Diana Wilson, described reserves as healthy and growing which is essential given the age of the facility and the need to replace and modernize components. Future initiatives include developing a comprehensive multi-year capital improvements plan, educating our members on the importance of water conservation, and modernizing customer communications, including website, billing and newsletters.



General Manager Diana Wilson addressing IWA's members.

Upon adjournment of the annual meeting, members were invited to participate in a tour of the Reverse Osmosis water treatment plant, led by IWA's experienced operators.

At the conclusion of the annual meeting, the Board of Directors met and elected officers for the upcoming year. Jeff Springer was elected President, Dennis Berry as Secretary, Mike Boris as Treasurer and Ken Kouril and Dr. Bruce Neill as Vice Presidents.

HURRICANE WATER TIPS

By the time this newsletter is issued, it will be hurricane season 2019. We have completed our annual update to our Emergency Response Plan which includes our hurricane plan. Our emergency supplies and food pantry have been restocked and we have replenished our emergency reserves, as we do every year. Island Water has some water tips for our members in preparation for a storm and what can be expected after the storm.

Before hurricane season, perform proper maintenance on your landscaping including routine trimming of shrubs, removal of dead limbs and limbs too close to a fence, house or a utility line.

As a storm approaches Southwest Florida, have your water turned off. If you are away from your property, Island Water will turn your water off at the meter for no charge provided we have enough notice. If a storm is only three days from landfall here, we will be too busy securing our facilities to turn your water off at the meter. At the very least, turn your water off at your backflow device (if you have one) or at your house valve and absolutely turn off your irrigation system at the irrigation vacuum breaker or the irrigation backflow device. This will prevent loss of water due to irrigation leaks. Turning your irrigation off at the control box will not prevent loss of water due to leaks in your irrigation system. Please follow the manufacturer's recommendation on turning off your hot water heater and unplugging it. Some hot water heaters may be damaged if the water supply is turned off for an extended period of time.

Please make sure that you have plenty of drinking water on hand. During severe storm events, Island Water employees may evacuate to ensure their safety. The plant will be shut down and the only water available will be the water in our storage tanks. A certain amount of water must be reserved in our tanks in case of a fire. Our plant is not connected to another water facility, so there is the potential for water service to be unavailable during a storm and for some days following a storm, depending on how severe the damage is to our facilities and distribution system.

After a hurricane, please conserve water. A boil water notice may be in effect. We will work to get the plant back online as soon as possible. Our distribution technicians will be working out in the field from sunup to sun-down, but we cannot turn the water back on until we have assessed the damage to our water mains and repaired any leaks. Usually, the main roads will have water service restored first and then we will work our way to the smaller subdivisions and roads. Our members are always welcome to come to our office to fill jugs of water if needed as our crews work to reestablish water service to homes and businesses.

Hopefully, Southwest Florida will not be faced with a hurricane this season and these tips will not be needed. There are more tips and information on preparing your property for a hurricane and restoring your landscaping after a hurricane on the South Florida Water Management District website, www.sfwmd.gov.



Brandon Henke checking a valve after Hurricane Charley.

LEAD AND COPPER SAMPLING

The Island Water Association has started collecting water samples at selected homes on both Sanibel and Captiva to meet the regulatory requirements of the Environmental Protection Agency's Lead and Copper Rule (LCR). The LCR was issued in 1991 to limit the amount of Lead and Copper allowed in drinking water by controlling pipe corrosion.

The Island Water Association Water uses Reverse Osmosis treatment which removes most heavy metals, minerals, and bacteria. This makes the water corrosive to metals that it comes in contact with, such as brass fittings and fixtures, and copper pipes in older homes. To combat this, the State of Florida requires that we add a corrosion inhibitor to our finished water; zinc orthophosphate. We also blend in a small amount of raw water to add some minerals for improved taste. This addition of corrosion inhibitor and blend water adds a coating to the inside of pipes that protects the pipes from the water, vastly reducing any corrosion and lessening the chances of lead from brass fixtures and copper plumbing solder from contaminating your water. In addition to the lead and copper testing program we have test points throughout our distribution system where we introduce a copper coupon into the water stream and test them for corrosion every six months. Our water is consistently below state maximum limits for contaminants.

On our website and in this newsletter is a link to our annual Consumer Confidence Report for 2018 which lists the amounts in our water of all the contaminants we test for, and the state maximums for these contaminants.

CONSUMER CONFIDENCE REPORT

The 2018 edition of IWA's Annual Drinking Water Quality Report, also known as a Consumer Confidence Report (CCR), is not included as an insert with this newsletter. In accordance with rules from the Florida Department of Environmental Protection, we are not required to mail the CCR as long as we: (1) post a direct link to the CCR on our website, (2) provide a direct link in this Newsletter, and (3) make a

hard copy available in our lobby. We will be happy to mail a copy of our CCR to anyone who requests it by calling (239) 472-1502. IWA's Annual Drinking Water Quality Report can be found on our website on the right side under "Important Updates" or in the reports tab. Alternatively, you can access the report directly by going to this case sensitive URL:

bit.ly/IWA2018CCR

This EPA required annual report covers our water quality for 2018. IWA's water meets and exceeds all water quality standards, as has always been the case in the past. Please read over this information, and if you have any further water quality related questions, just give our Production Manager, Pat Henry, a call at (239) 472-2113 ext. 122.

WHILE YOU ARE AWAY

Most of the tourists are now gone from Sanibel and Captiva. Island Water has been busy changing billing addresses to northern destinations and saying goodbye to our seasonal residents. We would like to offer some suggestions to make your summer time away from us as worry free as possible in regards to water usage at your Sanibel/Captiva home.

The best suggestion to save water and worry over the summer is call us and take advantage of our free yearly turn off and turn on of your water right at the meter.

Turning water off at the meter eliminates worry about any accidental water usage. If you do not want your water turned off at the meter due to irrigation or a pool, you can still turn off your house valve and unplug your water heater. Or, if your house valve needs to be left on, the toilets and the washing machine can both be turned off at the valves at the wall.

Many seasonal residents employ a home watch service or person to check their property when they leave for the summer. If that is the case, does your home watch person check the water meter and read it on a regular basis? We are only at your home once a month to read the water meter. A lot of water can go through a meter in a month's time. Reading the water meter is just like reading the odometer.

ter of a vehicle. There is a diagram on our website showing how to read the water meter and how to isolate a potential leak. Additionally, if you have a pool person who tops off your pool in your absence, ask your home watch person to schedule his/her visit the day after your pool person so if a hose is accidentally left on or a timer on a hose fails, the water will not continue to run for a full week.

It is also a good idea to change the battery in your irrigation controller before summer. When there is a power outage at your property, your irrigation timer will use the battery for power. If the battery is dead, some irrigation systems automatically reset to a default setting to water every day. If you would like more water saving tips, the South Florida Water Management District is a wealth of information. Their website address is www.sfwmd.gov.

Lastly, please make sure that we have your current contact information in case we need to inform you of a problem at your property. To our seasonal residents, have a wonderful summer and we look forward to seeing you again in the fall.

MEET OUR NEW EMPLOYEES

The Island Water Association has added two new employees to our world-class staff! Jeff Simmons is our newest Distribution Technician and spends his days around the islands performing valve and backflow maintenance, upgrading meters and repairing water mains and

service lines. Jeff's motto is "Knowledge is key" and he enjoys the challenge of learning about the water IWA produces and distributes every day. Jeff and his spouse, Anndeli, live in Cape Coral where he enjoys freshwater bass fishing and moving target practice in his spare time.



*Distribution Technician
Jeff Simmons*

The Island Water Association also welcomes Justin Rice as our newest Reverse Osmosis Water Treatment Plant Operator. Justin is learning quickly and likes the diversity in workload and responsibilities that keep his brain active and sharpens his troubleshooting skills. Like Jeff, Justin is from Cape Coral and enjoys fishing and going to the shooting range. He also spends his free time playing video games and shooting pool. Justin's words to live by are, "Wrong is wrong even if everyone is doing it. Right is right even if no one is doing it."



*RO Plant Operator
Justin Rice*

Welcome Jeff and Justin! The Island Water Association is excited to have you on our team.



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