



IWA PIPELINE



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ANNUAL MEETING

IWA's Annual Meeting will be held on Monday, April 8, 2019, at 10:00 AM in our offices at 3651 Sanibel Captiva Road. The Annual Meeting is an opportunity for our membership to learn about the utility's accomplishments, financial position, technical operations and vote on representation through the Board of Directors. The IWA Nominating Committee met on January 23, 2019 to select a slate of candidates for consideration by the membership at the Annual Meeting.

This year the Nominating Committee selected four candidates to fill vacancies on the Board of Directors. Dennis Berry, Board President, and Ken Kouril, Board Vice President, are both nominated for re-election to their second of three two-year terms. Jeff Springer was appointed by the Board to fill a vacancy in between election cycles and was nominated to complete the second year of the term. Michael J. Boris was nominated to fill the seat being vacated by Paul Garvey, who is completing his third and final two-year term. The IWA Board and staff extend sincere appreciation and gratitude to Paul for his service to the community as the Vice President and Secretary on the IWA Board of Directors.

Brief résumés for the nominees are enclosed with this newsletter on a separate sheet.

Those wishing to participate in person, and/or cast ballots at the meeting, must register at the teller's table between the hours of 9:30 AM and 10:00 AM 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**. Return your proxy to the Head Teller by mail (postage paid) or drop it off at our office. It must be received by Friday, April 5, 2019. Further materials relating to this meeting are enclosed with this newsletter. **PLEASE** vote your proxy and return it to us as soon as possible.

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. Plant tours give IWA members a chance to see where and how our drinking water is processed here on Sanibel. You may have read articles in the local newspapers about the new IWA General Manager, Diana Wilson. The annual meeting is a great opportunity to meet Diana and some of our dedicated employees, as well as learn about your water company and the issues and challenges we face in providing safe and reliable drinking water to Sanibel and Captiva Islands. Upcoming capital projects and plans for IWA's future are presented at the meeting as well.



We hope to see you at the annual meeting on April 8, 2019!

Mark your calendars for Monday, April 8th, and plan to attend. We'd like to see **YOU** at our Annual Meeting this year! 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.

IWA WELCOMES NEW GENERAL MANAGER

On January 28, 2019 the Island Water Association welcomed Diana Wilson, P.E., as the utility's new General Manager. Diana hails from central Iowa where she served as General Manager of the West Des Moines Water Works, a rapidly growing municipal water utility serving a population of 65,000. Diana takes the helm from Karen Warrick, IWA's Administrative Manager, who served as Interim General Manager upon the retirement of Don DuBrasky in June 2018.

Diana is a graduate of Iowa State University where she earned her Bachelor of Science degree in Civil Engineering. She holds a Professional Engineering license and Grade 4 Water Treatment and Water Distribution licenses. "Diana's unique background of regulatory knowledge, technical skills and hands-on operating experience in the water utility industry were important considerations when the Board of Directors selected her for the General Manager position," said Dennis Berry, President of the IWA Board of Directors. "Of equal importance was finding an effective communicator and enthusiastic ambassador for the utility."



Diana Wilson, P.E.

With over fifteen years in the water industry, Diana brings many ideas and experiences to The Island Water Association. "The residents of Sanibel and Captiva have been well served by the Board of Directors and staff of Island Water," states Diana. "The reliable, safe and affordable water that makes high quality of life on the islands possible is the result of the hard work and dedication of many people. I am excited to lead the organization as we take our technology, service and community involvement to the next level."

Diana, her husband Marc, and children Aubrey (7), Mick (6), and Dane (2), currently reside in Iona. The children attend The Sanibel School and the family has enjoyed the first weeks in their new home spending time outdoors and in the water. A very different experience than winter months in central Iowa!

SURVEY CONFIRMS OUTSTANDING OPERATION

Every three years engineers and environmental scientists from the Florida Department of Health visit The Island Water Association to thoroughly inspect the water system facilities and operations. The purpose of this visit, called a Sanitary Survey, is to ensure that the residents and visitors of Sanibel and Captiva Islands receive a reliable, safe water supply and that the professional staff operating the utility are maintaining compliance with all state and federal regulations.

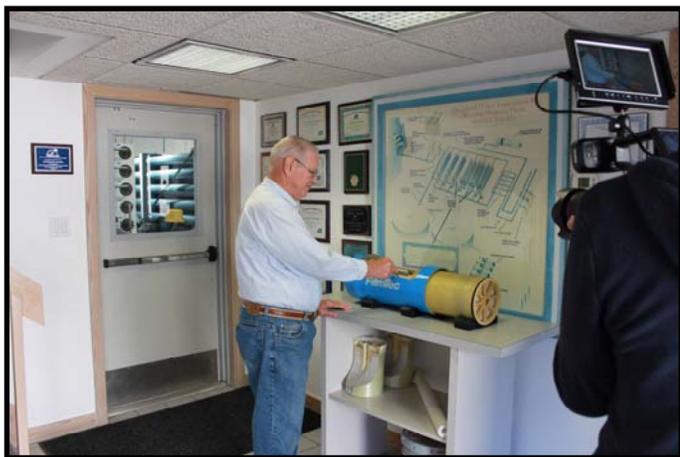
The most recent Sanitary Survey was completed in January with no deficiencies noted in the sanitary conditions, quality or quantity of the water supply. The extensive inspection reviewed all water facilities: source water wells, treatment equipment and processes, distribution, finished water storage, pumps and controls. The regulators from the Florida Department of Health also reviewed the system's monitoring and reporting history, verification of data, system management and operation and compliance with state requirements. "The Sanitary Survey is an in-depth review of all aspects of our water system," said Pat Henry, Water Production Manager at IWA. "We are proud to receive a report with no noted deficiencies as it gives confidence to our customers that they are receiving safe, quality drinking water. These results are possible because of a knowledgeable professional staff and the Board of Director's continued investment in maintaining and upgrading our system."

DOW FILMTEC FILMING AT IWA

Dow Filmtec was onsite at IWA November 27th—29th filming at the RO Plant. The video produced by Dow Filmtec features the membranes and membrane trains used at IWA for the reverse osmosis water treatment process. Business members of the Sanibel/Captiva community were included in the film giving insight on the importance of the water quality provided by IWA. The informational video will be on Dow Filmtec's home page

and will be used at the SEDA (Southeast Desalting Association) training conference.

IWA and Dow Filmtec, a subsidiary of the Dow Chemical Company, have a long-standing, thirty-year relationship. The last set of IWA membranes used from 2001-2013 were developed with Dow Filmtec in the 1990's at the IWA RO Plant. One of the IWA membrane trains was turned into a test unit and IWA was able to test a variety of membranes and collect data for Dow Filmtec. Our current RO membranes are using operational data to help Dow Filmtec develop the next generation of membranes. The current IWA membranes are Dow Filmtec HLE-440.



Stewart McClellan, a consultant for Dow, discussing our RO membranes

The IWA plant operators have always changed out the membranes in the trains to save IWA and its members money, about \$10,000 a train. Since IWA changes the membranes every twelve years, IWA has been able to sell the used membranes for \$5,000 a train, not only recouping some of the money spent on new membranes, but also saving the expensive disposal fee.

BEFORE YOU GO...

By the next IWA Pipeline, many of our seasonal residents will have left the Islands. Below is an IWA water check list to help keep your water secure while you are away.

1. Contact IWA and take advantage of the annual free turn off and turn on of your water at the meter. If you don't have a pool or irrigation system and will be gone until next season, it makes sense to have your water turned off at the meter. IWA does not recom-



Curb stop

mend that homeowners operate the curb stop on your meter. Please contact IWA so one of our technicians can turn the water off at the meter. Alternatively, you can turn the water off at your backflow prevention device if your property has one. Turning the water off at the meter or the backflow device just behind the meter turns off all the water to your property.

2. If you don't want your water turned off at the meter and you don't have a backflow prevention device, you can still turn off your house valve. Turning off the house valve will turn off all spigots that are attached to the house and water to the inside of the house. It is usually recommended if the water is turned off to shut off the hot water heater valves and the corresponding circuit breaker. Some IWA members have had a locking device put on their house valve or have had the house valve moved inside their garage. Turning off the house valve does not usually turn off the irrigation system.

3. As a precaution, remove any outside hoses that will not be used while you are not in residence.

4. Have your home watch read your water meter to check for high usage and to see if water is going through your meter. IWA is only at your property once a month to get a meter reading. A lot of water usage can occur in the span of a month. Scheduling your home watch visit for the day after the pool person can prevent a hose left running, whether due to a failed timer or just forgotten.

5. Check the usage and the amount of your water bill every month. If the usage seems excessive, please check with your home watch, your irrigation person, or give IWA a call. Kathy, our Membership Coordinator, is diligent about contacting members with high usage that appear on our leak log (members who show continual usage 24 hours a day), but it is impossible to monitor every members' water usage.

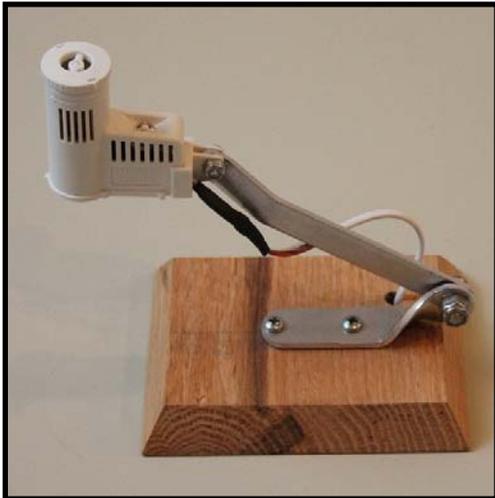
6. Put a fresh battery in your irrigation controller. During the summer months, power outages and power surges are common. Your irrigation system controller has a battery back-up for these instances, but if the battery is dead, some irrigation controllers will default to a setting to water every day. Check your rain sensor to make sure it is operating properly and set appropriately for your landscaping.

For more information on rain sensors and saving water during the summer months, read on.

ARE YOU WATERING IN THE RAIN?

Does your sprinkler system have a working rain sensor? The Island Water Association's Water Users Agreement, in place since 2003, requires that all irrigation systems have a rain sensor. The City of Sanibel's Lawn Irrigation Permit also requires any new irrigation system have a rain sensor.

A rain sensor acts as a switch to break the circuit to the solenoid valves of the irrigation system when it has rained and the filament in the rain sensor is wet. The rain sensor will allow the timer to advance as scheduled but prevents the irrigation valves from opening. Once the filament in the rain sensor has dried, the switch closes to allow for normal operation of the irrigation system. To work properly, the rain sensor must be mounted in such a way that it will be exposed to unobstructed rainfall and should not be in the path of sprinkler spray.



An inexpensive rain sensor could save you money on your water bill

There are many rain sensors on the market. The best rain sensors have hygroscopic disks inside. The wired rain sensors have three wires and are wired to the irrigation control box. These rain sensors should be mounted as close to the control box as possible minimizing the chance for wire breaks. There are also wireless rain sensors available, but they are more expensive.

Most people have an irrigation professional install their rain sensor. Make sure that you, the homeowner, can access the device for maintenance and testing. Some rain sensors can be adjusted to different levels of rainfall and some have a bypass mode, so make sure your sensor is not in the bypass mode and is set to the level of rainfall you desire. Your irrigation professional should be able to install a rain sensor and will probably have a recommendation for a specific brand of rain sensor suitable for your irrigation system.

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Our water system has been sampled for a series of unregulated contaminants. Unregulated contaminants are those that don't yet have a drinking water standard set by the EPA. The purpose of monitoring for these contaminants is to help EPA decide whether the contaminants should have a standard. As our customers, you have a right to know that this data is available.

If you are interested in examining the results, please contact Brandon Henke at (239) 472-2113 extension 214 or at brandon@islandwater.com. This notice is being sent to you by The Island Water Association, Inc., State Water System ID# 5360146.



The Island Water Association, Inc.
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