

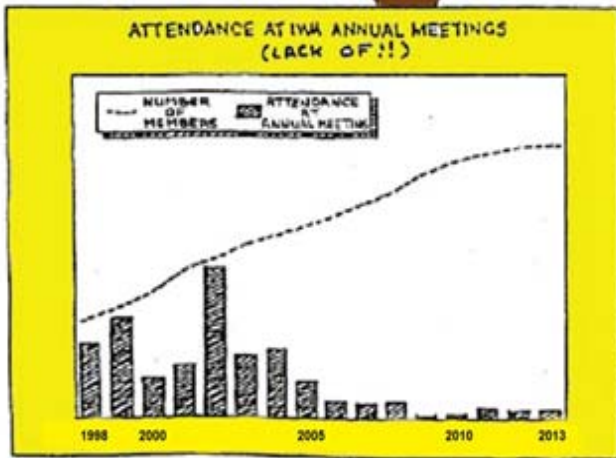


IWA PIPELINE



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Y'ALL COME, Y'HEAR!



IWA's Annual Meeting will be held on Monday, **April 10, 2017**, 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 three Board members, one whose second two-year term is finished this year. Two Board members are completing their third two-year terms, and are not eligible for re-election. 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, 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 7, 2017. 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, 2017, to select candidates for the three open seats on the Board of Directors this year. Mr. Paul

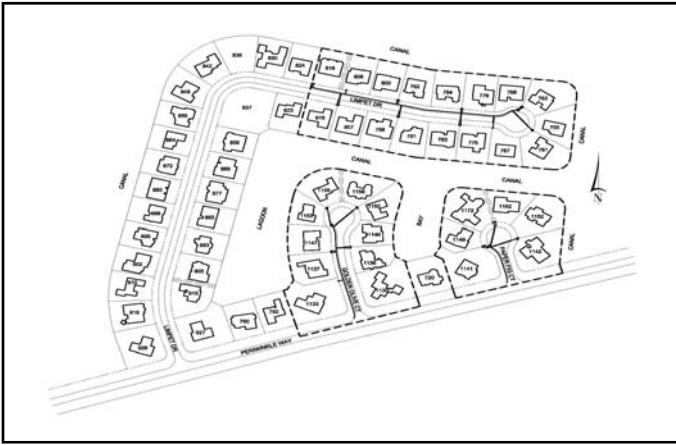
Garvey, current Board member, was nominated for his third two-year term. Mr. Kenneth Kouril and Mr. Dennis Berry were nominated to fill the seats being vacated by Mr. James Griffith and Mr. Lewis Garrett Dutton, Jr., who are not eligible for re-election. Brief résumés for the nominees are enclosed with 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 10, 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.

GOLDEN OLIVE, PAPER FIG, LIMPET

Three streets east of the causeway will have their main pipes upgraded this summer. The streets are the last 1,000' of Limpet Dr., all of Paper Fig Ct., and all of Golden Olive Ct. 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 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 is another of



Limpet Dr., Golden Olive Ct., and Paper Fig Ct.

IWA's projects intended to replace as much of aging thin-walled pipe in our system as is possible and practical.

2017 BUDGET

IWA's Operating Budget for 2017 was presented to our Board of Directors and approved at the January 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 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.

2017 Revenues are budgeted at \$7.3M, with Operations, Maintenance, and Capital expenses budgeted at \$7.3M. Capital expense should consume about \$922K of the total expenditures, which should not affect our reserves. 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 CROSS CONNECTION POLICY

This is an excellent time for Sanibel and Captiva property owners to get acquainted with The Island Water Association's Cross Connection Policy. In 1982, by order of the State of Florida, IWA implemented a Cross Connection Control and Backflow Prevention Program. This program is dynamic, and is continually being updated and revised as rules and technology change over the years. The following is taken directly from our policy:

SECTION 1 - CROSS CONNECTION CONTROL - GENERAL POLICY

1.1 Purpose

The purpose of the policy is :

1.1.1 - To protect the public potable water supply of The Island Water Association from the possibility of contamination or pollution by isolating within the customer's internal distribution system(s) or the customer's private water system(s) such contaminants or pollutants that could backflow into the public water system, and

1.1.2 - To promote the elimination or control of existing cross-connections, actual or potential, between the customers in-plant potable water system(s) and non-potable water system(s), plumbing fixtures, and industrial piping system(s), and

1.1.3 - To provide for the maintenance of a continuing program of cross-connection control that will systematically and effectively prevent the contamination or pollution of all potable water systems.



Reduced Pressure Zone Backflow Preventer

Since 1997, **all** new construction, including meter upgrades and remodels, are required to have a reduced pressure zone backflow prevention device installed directly after the water meter, at

the homeowner's or developer's expense. This includes residential, non-residential or commercial, and multi-family properties. IWA shall be notified when the installation is complete, so that we may document and inspect the installation. Also, IWA will test these devices free of charge every year. Any houses with a hazard are required to have a backflow prevention device. A hazard is defined as any permanent, potential cross-connection on the customer's property. Some examples of hazards are wells used for irrigation, reclaimed water, water drawn from a lake for irrigation purposes, and sewer lift stations on a property. Since 2015, all backflow prevention devices are required to contain no lead, and should be clearly marked "NL".

The following is reprinted from an earlier edition of this newsletter:

Homeowners with an in-ground irrigation system should also have an atmospheric vacuum breaker that prevents backflow from the irrigation system to IWA's water system. The vacuum breaker usually consists of white pipes with red handles and can be found close to the meter box or near the irrigation control box at the house. Some irrigation systems have a shut-off valve inside a box in the ground with a green plastic lid. The advantages of having a shut-off specifically for an



Irrigation System Vacuum Breaker

irrigation system are: if a leak is detected outside, it can be isolated to the irrigation system or to the water line that runs from the meter to the house, and the irrigation system can be shut down even if turning it off at the control box fails. We frequently get calls about a zone in an irrigation system that is stuck on and often turning off the controller will not stop it.

Additionally, turning off the backflow prevention device turns off all the water to the property. If there is a leak in the water line from the meter to the house, turning off the backflow device will stop the leak until a repair can be made.

Having the above mentioned valves in good working order not only makes it easy to isolate water leaks, but also helps to turn off the water if a leak occurs at the property, especially after hours or on a weekend. Our phones are answered 24 hours a day if you have a water emergency at your property, but it can take a couple of hours for one of our technicians to reach Sanibel and Captiva after hours, especially during season.

As always, Island Water offers to turn your

water off at the meter for the summer and turn it back on when you return in the fall or winter at no charge. You will have peace of mind knowing your water is secure all summer, especially in the event of a hurricane.

RO PLANT FDEP EXCELLENCE AWARD



FL Dept. of Environmental Protection 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 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 2016 "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 6th time IWA has received this award since 2003.

IRRIGATION REGULATIONS

Are you familiar with the irrigation regulations that have been in effect since March of 2010, and are you watering only on your days to water? The South Florida Water Management District manages water resources and sets the irrigation regulations for the 16-county region that stretches from Orlando to the Florida Keys. Homeowners on Sanibel are limited to watering three times per week and Captiva residents are limited to watering two times per week.

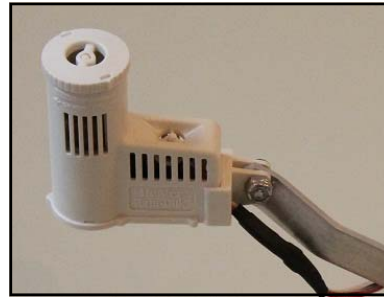
Residents and businesses on Sanibel with an odd numbered address may water lawns and landscaping on Mondays, Wednesdays, and/or Saturdays between midnight and 10am and/or between 4pm and midnight. Residents and businesses with an even address, no address, or those who water both even and odd addresses within the same zones may water Tuesdays, Thursdays, and/or Sundays between midnight and 10am and/or between 4pm and midnight.

Captiva residents and businesses are bound by the regulations for unincorporated Lee County and are restricted to watering two days per week. Residents and businesses with an odd address may water lawns and landscaping on Wednesdays and/or Saturdays between midnight and 9am and/or between 5pm and midnight. Residents and businesses with an even address, no address, or those who water both even and odd addresses within the same zones may water on Thursdays and/or Sundays between midnight and 9am and/or between 5pm and midnight.

There are some exceptions to the above regulations. Watering may be done at any time if using reclaimed water and hand watering is permitted any time if using a hose with an automatic shut-off nozzle. Additional watering up to 60 days is permitted for watering new landscaping.

For additional information on irrigation times and water conservation you can visit the South Florida Water Management District website at <https://www.sfwmd.gov>. These irrigation times are also posted on our website at <http://www.islandwater.com>.

One more note regarding irrigation. All new irrigation systems are required to have a rain sensor installed, which shuts off the sprinklers if rain is detected. If you have an older system that does not have a rain sensor, it would be wise to have one



Rain Sensor

installed. Not only would you be conserving a precious resource by not sprinkling an already wet yard, you will also save money on your monthly water bill. Remember, in our tiered rate schedule, the more water you use per month, the higher the charge per thousand gallons of water.

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 two employees celebrating twenty years on the job, and three employees celebrating thirty years! Here they are:

30 years

Patrick Henry - Production Manager
Ron Leavitt - Engineering Coordinator
Steve Rensing - Level 3 Plant Operator

20 years

Ron Freitag - Chief Plant Operator
Brandon Henke - Plant Technology Coordinator

Congratulations, gentlemen!

SIGN UP FOR PAPERLESS BILLING!
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