



IWA PIPELINE



FALL 1995

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VOLUME 18 ISSUE 3

THERE'S A NEW FRANCHISE IN TOWN!!



No ... not a new fast food franchise ... just IWA, with a brand new franchise to supply your water on Sanibel and Captiva.

When IWA was formed back in 1965, Lee County granted us a franchise for 30 years, which seemed like forever. But time flies when you're having fun, and the franchise expired on July 14, 1995.

Since the City of Sanibel had not been incorporated in 1965, they were not a party to the original franchise. For the renewal, the City believed it should be the franchisor within City limits. That left our members on Captiva to be considered. The end result, which was worked out over several months by representatives of the City, the County and IWA, is a joint franchise between the three parties. This agreement was approved in mid-July.

Some important features of the new franchise are as follows:

- The agreement is for 20 years.
- Future rate changes will be reviewed and approved by Sanibel City Council (previously the Lee County Board of Commissioners), and both Sanibel and Captiva members can participate in the hearings.
- Rates will continue to be identical on both Sanibel and Captiva.
- No franchise fees are being imposed by either the City or the County at this time, although fees of up to 3% are permitted in the future, after proper public notice and hearings.

We believe that the new agreement is a good one and we look forward to working with our new franchise holders for the next 20 years.

HERE THEY COME!!

The 1995 hurricane season is now well underway. Again this year, IWA is as prepared as possible. We've updated our Disaster Plan and made sure all employees are well aware of its contents. Our plan includes protecting not only our facilities, but also the water we have in storage. A limited amount of water will be left in a vulnerable, but usable situation to provide service until we can get back to the island and evaluate the condition of our facilities after the storm subsides.

We hope we never have to test our Plan for real!

IS IT REALLY WORTH IT?



Should you install a home water treatment device? If so, which of the many types should you install? These are not simple questions, and the answers are not the same for everyone. If you've tried to make these decisions while pondering the seemingly endless options in a local plumbing supply house or while listening to a salesman in your home, you'll probably agree!

First, as your water supplier, we'd like to assure you that the water which comes out of your faucet is safe ... and it is constantly being tested to be sure it remains so. It meets and exceeds all the requirements of the many regulatory agencies who deal with such matters. These agencies watch us closely to be sure we do our job in this regard.

While the great majority of our customers have no problems with the quality of our water, you may still want a home treatment device to improve the water in some way that is important to you.

Before buying a home treatment device, it's important to decide what it is you're trying to improve about the water. This will help you to determine the type of device that you need. To make this decision, you need to know the impurities present in the water. We would be happy to provide you with any of the test results in our files to help you in this regard, or you could hire an independent laboratory (costly!).

You need to decide between a Point of Use (POU) device which is installed on individual faucets, or a Point of Entry (POE) device which

is installed as the water enters your home and which treats all the water, regardless of use. Generally the POU device is more economical ... and why treat the water you use to water the lawn or flush toilets?

You also need to be aware that all the devices require periodic maintenance (e.g.: changing filter elements, cleaning, etc.), and that inadequate maintenance can lead to serious bacteriological contamination of your water.

Some of the treatment devices available, and their uses, include:

1. Simple Filter - can be either a POU or a POE device that removes only large suspended (undissolved) impurities, which are normally not present in our water, unless we've had a problem such as a water main break. This type of device usually has little effect on IWA's water quality.

2. Carbon Filter - normally a POU device that removes organic chemicals (we have virtually none) and chlorine. This type of device may improve the taste (depending on your taste buds), but it also removes bacteriological protection.

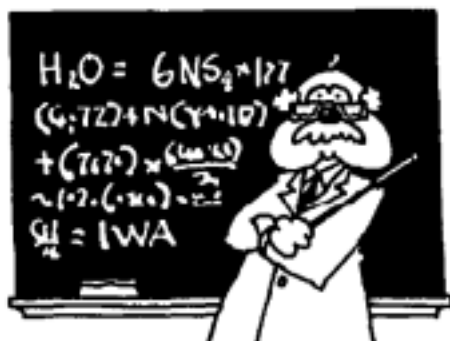
3. Water Softener - normally a POE device that removes hardness (our water already has little) and replaces it with sodium compounds (our water already has plenty). This type of device should be carefully considered before being used by people on salt-restricted diets.

4. Distillation Unit - a low capacity device (POU only) that actually boils the water and condenses the water vapor. All impurities are removed, and the result is a water that tastes very "bland" to some people.

5. Reverse Osmosis Unit - a low-capacity device (POU only) that removes nearly all impurities, but produces a waste stream that requires disposal. This type of device is a great choice, but it is not necessary for IWA members, since it is the process we already use in our treatment plant.

We hope this information helps if you are considering a home treatment device. If you have any questions, call us and ask to speak to someone in our Engineering Department.

QUIZ



1. The pumps IWA uses to deliver water during an electrical outage are powered by:
A. Air B. Water C. Propane
D. Diesel Fuel
2. This IWA newsletter was written and published by:
A. *The New York Times* B. Forest Gump
C. IWA staff members D. Ernest Hemingway
3. What's that funny-looking mirror-like device on a pole on the bay side of the Sanibel end of the Blind Pass bridge?
A. A satellite dish B. A solar-power panel
C. A homing device for the space shuttle
4. Where is the drop-box for bills at our new office building?
A. Who knows? B. At the front door
C. At the old office D. Between the new gates
5. After a hurricane hits, IWA would have 10 million gallons of water left in storage. How long would this last if no more could be made?
A. 1 Day B. 2 to 5 Days C. 1 Week
D. 3 Weeks.

MEET JACQUE OWENS



Jacquie Owens joined IWA in February this year as our Information Systems Coordinator, replacing Elizabeth Redden, who retired to live the easy life with her family in Ohio. In her short time with us, Jacquie has already come to appreciate the wisdom of Elizabeth's decision.

Prior to joining IWA, Jacquie had worked in real estate in Ohio and as a Research Assistant at the University of Florida at Gainesville, where she earned a Masters Degree in Psychology. We're convinced her psychology training is the source of her success at IWA ... she has us all psyched-out!

At IWA, Jacquie's responsibilities include making sure our purchases are handled efficiently and our bills are paid. In addition, she also spends lots of time keeping us all out of trouble with our computer systems. Jacquie also serves as our telephone coordinator. If you've ever encountered any of the automated features in our new phone system when you call us, it's Jacquie's pleasant voice you hear telling you what to do next.

Jacquie and her husband Dave, a partner at Island Financial Services, reside on Captiva, with their son, Kap. They can frequently be found kayaking, bike riding or just enjoying the beach. Occasionally, they have been seen straining at the leash while exercising their four-footed child, Gomez, a 140-pound German Rottweiler.

IN YEARS PAST



20 Years Ago (1975)

The Board discussed the July 31 retirement of General Manager Walter Emmons. Mr. Emmons also served as President of the Board from 1971-1973. Lawrence Snell was hired as General Manager to replace Mr. Emmons.

15 Years Ago (1980)

Director John Cook reported at the August Board meeting that he had spoken with some IWA employees who said that they would prefer Gator Aid to salt tablets, to control their dehydration when working in the hot sun. At the September meeting, General Manager Ian Watson said that Gator Aid would be purchased for the men in the future.

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ANSWERS TO QUIZ

1. C. Propane We have propane-driven pumps at every pump station to maintain water pressure during an electrical outage.
2. C. The newsletter has been written and published in-house by IWA staff members for the last two years (we consult with Forest!).
3. B. The device is a solar-power panel for an IWA flow meter which tells us the total water consumption by our Captiva members.
4. D. The drop box is between the two gates, on the left as you enter from San-Cap Road.
5. B. Depending on how many people return to the islands and how well they conserve the limited remaining water supply, it should last from 2 to 5 days.

BULK RATE U.S. POSTAGE PAID Permit No. # 28 Sanibel, FL
