



IWA PIPELINE



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3651 Sanibel-Captiva Road Sanibel, FL 33957 • <http://www.islandwater.com>
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C-O-N-S-E-R-V-E



SAVE WATER
Wear something dirty

At IWA, our mission is to provide our Members with “Quality Water at a Reasonable Cost.” A significant component of our efforts to achieve this objective involves promotion of water conservation, which enables us to satisfy our Members’ water needs, with as little impact as possible on our valuable, and finite, water resource. You can help us in our efforts by observing the following **C-O-N-S-E-R-V-E** guidelines, which are routinely provided to all new Members:

Check your irrigation system

The biggest discretionary use of water is for lawn irrigation (sprinkler) systems. The more you water your lawn, the less drought resistant it is. A lawn that gets by on rainfall and a small amount of irrigation grows deeper roots, is hearty and healthy and develops less thatch. One that is watered frequently demands constant water. Consider changing your irrigation timer so that you water less ... gradually at first, to let your lawn adjust. You should strive for grass that looks healthy and gets no more than 1” of water per week. And when

you irrigate, do so in zones, so that your mulched areas can get less water than your grass (or none at all).

On again off again

Have you seen irrigation systems running while it is raining? Be sure yours isn’t one of them! We sell water sensors that you can attach to your irrigation system to shut it off when it rains. At around \$20 (our cost passed on to you), they can pay for themselves in only a month or two, particularly if you are not in residence to monitor your system on a day-to-day basis.

Notice what’s happening with reuse

Follow the City of Sanibel’s efforts to provide treated effluent as an option for irrigation. While effluent will never be available to our entire customer base, it is certainly a great example of recycling that is a real win-win situation.

Sanibel-Captiva Conservation Foundation

The Sanibel-Captiva Conservation Foundation (472-2329) has information regarding plants that require little or no additional watering. They even have a native plant nursery where you can buy the plants (you’ll save on gas too!).

E-Conservation

Sort of like e-commerce and e-mail! You can find links to useful resources which have a wealth of information on using water wisely on our website, at www.islandwater.com.

Rates are the key!

Understand how your water bill is computed. We have an \$11 base charge, and then consumption-based charges. The rate per thousand gallons is \$2.80 for the first 5,000 gallons used. The cost gradually increases until you reach the highest usage block (over 25,000 gallons) where the water charge is nearly double, at \$5.50

per thousand gallons. This rate structure is meant to encourage conservation, and it is one case where you do NOT want to reach for the top!

Verify your water usage

We can “profile” your water usage for a month by putting a device on your water meter which will record your usage at 15-minute increments throughout the month. This will let you see exactly how much water is going through your meter at different times of day, so you can quantify the water use of those long showers your visitors took or of your irrigation system. You can also duplicate this somewhat on your own if you’d like. You can read your meter before an event (like your irrigation system running or washing your car), and read your meter again afterwards, to see how much water you used.

Examine your habits

Take the time to review your water bill. An average residential user consumes 11 thousand gallons per month for a bill of around \$45. If your bill is above that average, consider what you can do to save yourself money each month. Our water source is finite – please use this precious resource wisely!



WELCOME NEIL ERICKSON

On November 12th, Neil Erickson joined IWA as a Plant Operator Trainee. This is a new position in our Production Department, which was created after September 11th to increase our manning level for safety and security reasons.

Prior to joining IWA, Neil worked as a manager in an automotive parts business in Cape

Coral for several years. He has a bachelor's degree in Biology and Chemistry from the University of Wisconsin.

At IWA, Neil is responsible for operation and maintenance of all the equipment in our Reverse Osmosis water treatment plant and at our remote pumping stations. He says he likes the fact that the position requires quick thinking and hands-on experience in day-to-day operations. He went on to say that it is a great feeling to supply high quality water to our Members on Sanibel and Captiva islands.

Outside IWA, Neil says that he enjoys boating, scuba diving, fishing and classic car restoration. He tells us that he has recently become engaged to his fiancée, Stephanie. He says that he tries to live by the words, “Arrive early, stay late, and show pride in everything you do.” Wonder what Stephanie is going to have to say about that “arrive early, stay late” business??

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Welcome to IWA, Neil!

IT'S ANNUAL MEETING TIME AGAIN!

This year's Annual Meeting will be held on Monday, April 8, 2002 at 10 a.m. in our offices at 3651 Sanibel-Captiva Road. Materials relating to this meeting are enclosed with this Newsletter. **PLEASE** vote your proxy and return it to us as soon as possible.

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The Nominating Committee met on January 22, 2002 to select candidates for the two vacancies on the Board of Directors this year. Mr. Richard A. Calabrese, currently Board President, was nominated for his third and last two-year term. Mr. Andrew J. Schroder, currently Board Vice President, was also nominated for his second term. Brief resumes of the nominees are enclosed on a separate sheet.

Also on the agenda this year will be approval of a restatement of our *Bylaws*. The *Bylaws* is the document which establishes the basic ground rules by which we run our Corporation. This document was last revised in 1985. A lot has changed at IWA and in the world in general in the last 17 years. Examples of areas which have been restated in the Bylaws are: (1) deletion of all references to FmHA (Farmer's Home Administration), our original lending institution, which no longer even exists, (2) deletion of all mention of paper Membership Certificates, instead relying on computerized records, (3) deletion of the FDIC insurance requirement for institutions where we invest our surplus funds, since it would take separate accounts at many banking institutions to

remain under the \$100K limit per account (protection is provided by the Securities Investor Protection Corporation), (4) clarification that Robert's Rules of Order are only to be used in cases where IWA rules/regulations governing parliamentary procedures are unclear, and (5) clarification that the Board of Directors is responsible for overseeing and reviewing IWA operations, but that they have the right to delegate to the General Manager those aspects which are necessary to carry-out the normal day-to-day operations of IWA.

As has been the case at the last few meetings, we'll be happy to give everyone a tour of our facilities after the meeting is over. We will also be happy to show you the deep injection well in operation and our new hurricane-proof parking garage (see the next article in this Newsletter). Of course we will also have the customary coffee and doughnuts available before the meeting begins. So mark your calendars for April 8th and plan to attend. Attendance at our Annual Meetings is almost always less than we would like, so we'd like to see **YOU** there this year! All of our Members ~~own a part of IWA, and this is your chance to participate in its operation.~~



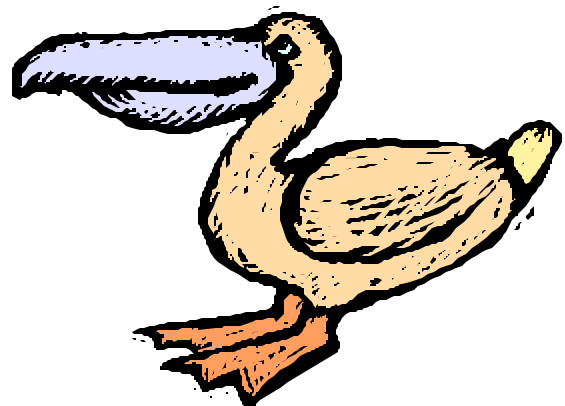
PARKING GARAGE NEARS COMPLETION

Construction on our new hurricane-proof garage is finally nearing completion, after many months. This new facility will house all our critical vehicles and equipment during a storm. It is designed for 165 mph winds, and is built above flood level. After the storm subsides, having access to our undamaged equipment will be crucial to our efforts to quickly restore water service to the islands. In addition, having a place to park all our

equipment every night, out of the weather, is going to make it deteriorate more slowly, and extend the time before we need to replace it.

As this newsletter was being written, the final stages of stucco installation were underway. After the stucco is fully cured, the building will be painted, the area will be final graded, and the driveways will be paved. We are confident that completion will occur before hurricane season.

This new garage is another example of how we expend capital funds to improve the quality and ~~reliability of our water supply ... without a water rate increase.~~



TOM'S BIRDS

Senior Distribution Technician, Tom Cali, has recently been officially recognized as IWA's resident bird paramedic. For some reason, birds in distress just seem to be naturally drawn to Tom. On January 17th, Tom called into the office, indicating that he had just found an injured pelican on Sanibel-Captiva Road and wanted someone to call CROW for help. The call was made, and we advised Tom to "birdsit" the patient until help arrived. Eventually, Chief Plant Operator, Robbie Smith took a blanket to Tom, and the two of them caught the injured bird and transported it to CROW's facilities. The last time, a few years ago, when a similar thing happened to Tom, the pelican was unconscious. Tom put him in the front seat of his truck and took-off for CROW. Unfortunately, the bird regained consciousness and started to fight Tom for control of his truck. This time, the trip to CROW was uneventful.

You would think that word would get around among island birds that Tom was a soft touch and they would be nice to him. However, it hasn't been too long ago that an osprey dropped a large (live) mullet on Tom's windshield as he drove down the road, nearly causing an accident. We can just see the accident report now!

Thanks for looking after our feathered friends
~~Tom!!~~

INJECTION WELL MAINTENANCE

In most editions of our this newsletter, we are able to report how things are going well at IWA. However, as is usually the case in the real world, things do not always go as planned. That is the case with our deep injection well.

On September 15, 2001, after Tropical Storm Gabrielle had subsided, an abnormally high injection pressure was noted in the injection well, used jointly by the City of Sanibel (for disposal of excess treated effluent) and IWA (for disposal of RO concentrate, or brine). This high injection pressure equated to a reduction in injection capacity, although capacity was still adequate at the time for the needs of both the City and IWA. Although the observed pressure was higher than expected based on start-up conditions in March 2000, it was still well below the maximum allowable pressure in the well. The situation did not represent a failure of the well, but it did indicate that action was going to be required to avoid a future operational problem.

Over the course of the next several weeks, historical operations data on the well was analyzed. The well designers, CDM Missimer, were consulted to help analyze the situation, and the Florida Department of Environmental Protection was notified, although no permit violation was involved.

It was determined that something inside the well was causing a gradual increase in injection pressure and a resulting reduction in injection capacity. A camera survey of the inside of the well was conducted to try and determine the cause of the situation. The camera showed a "build-up" on

the inside of the steel well casing, which increased the resistance to flow, and the resulting pressure required to inject fluids. Subsequent engineering investigations determined that the cause of the build-up was a much higher than expected Chlorine level in the injected fluid.

The solution to this problem will involve removing the build-up in some manner. Although the casing could be mechanically cleaned, it was determined that would not be a long term solution. After investigating the alternatives, it was decided that the well casing should be replaced with a new corrosion-resistant fiberglass one, estimated to cost around \$675,000. The cost of this maintenance project will be shared by the City and IWA, in accordance with an existing Agreement covering operation and maintenance of the well. Even with this expenditure, the total cost of the well is still over \$200,000 below the original cost estimate for the project, established back in 1998. It is anticipated that the work will be undertaken during the dry season and outside the peak water consumption period, probably in April/May of this year.

In summary, this situation has in no way ~~affected the ability of either the City or IWA to dispose of their waste fluids.~~ However, corrective action is required now, to avoid future injection capacity limitations. No pollution of any kind has, or will, occur as a result of this situation.

MAILING LABELS

Unless you are taking advantage of our automatic payment program, enclosed with this newsletter are your mailing labels for this year, to assist you in the task of mailing your payment to us each month. If you want to save IWA the cost of



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