



IWA PIPELINE

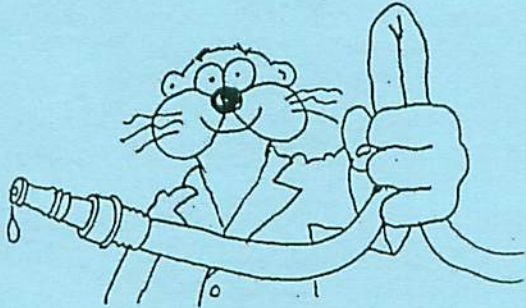


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WATERING RESTRICTIONS



There has been a new development regarding watering restrictions for our Members who live on Captiva. In mid-June, the Lee County Board of County Commissioners adopted a new Water Conservation Ordinance, which applies to all unincorporated areas of Lee County, including Captiva. This Ordinance incorporates the South Florida Water Management District's Water Shortage Plan and Mandatory Year Round Restrictions (see next paragraph), but is actually more restrictive, only allowing landscape irrigation twice a week. Those Captiva Members with even addresses are allowed to irrigate only on Thursday and/or Sundays. Those with odd addresses are allowed to irrigate only on Wednesday and/or Saturdays. Irrigation is also prohibited on all days between 9:00 a.m. and 5:00 p.m. The restrictions apply to all irrigation, whether from public or privately-owned water systems, private wells, or private connections with surface water bodies. There are some exceptions to the restrictions. Details can be found on Lee County's website at <http://www.lee-county.com/utilities/Water%20Restrictions/No%20Water%20Restrictions.htm>

In Sanibel, City Council has made water conservation one of their top 10 priorities this year.

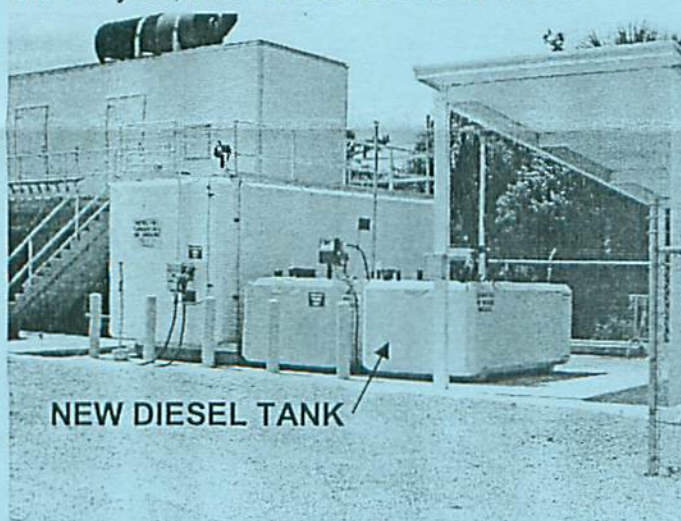
An existing Ordinance incorporates the South Florida Water Management District's Water Shortage Plan and Mandatory Year Round Restrictions. These restrictions allow irrigation three times a week. Those with even addresses are allowed to irrigate only on Tuesday, and/or Thursday and/or Sundays. Those with odd addresses are allowed to irrigate only on Monday, and/or Wednesday and/or Saturdays. Irrigation is also prohibited on all days between 10:00 a.m. and 4:00 p.m. The restrictions apply to all irrigation, whether from public or privately-owned water systems, private wells, or private connections with surface water bodies. There are some exceptions to the restrictions. Details can be found on The South Florida Water Management District's website at http://www.sfwmd.gov/org/wsd/wateruse/wurule_pdfs/Indscape/rule_6-03/40e-24officialrule6-03.pdf

As stated many times in previous issues of this newsletter, IWA's treatment and pumping/piping systems are nearing capacity, especially during times of drought and during our "high season" in the February through April time period. Irrigation is the primary cause of this growing problem. If water demand approaches the capacity of any of IWA's systems, an expensive capital expansion project will be required, and a water rate increase will be required to fund that expansion. Water conservation, including that required by the above described watering restrictions, is by far the best way to delay this capital expenditure and rate increase as long as possible. IWA stands ready to help our Members comply with the restrictions in a number of ways. First, we will perform a free audit of any Member's irrigation system to identify problems and propose solutions. Second, we will provide and install a free rain sensor for existing irrigation systems. Finally, we will check and reset irrigation timers for compliance with the watering restrictions, again at no charge to our Members. Just call Rich Calabrese at (239) 472-1502 if you would like our assistance on any of these matters.

GETTING READY

As this newsletter is being written, the 2005 hurricane season continues to set records for activity level. Fortunately, only one storm, Dennis, has come close to our islands. Key IWA employees spent the night of July 8th sleeping in our offices in order to ensure reliable water service as the storm passed around 150 miles to our west. It got a little windy, with a good bit of rain and a minor storm surge. It would really be nice if that is the worst we see this year!

At IWA, we are continuing to take additional steps to improve our ability to react to and recover from whatever storms do to us this year and in the future. We have installed a new 1,000 gallon diesel tank, bringing our total storage of highway (taxed) diesel to 2,000 gallons, plus another 8,000 gallons of off-road (un-taxed) diesel to run our many generators. We have just about finished refurbishing our fourth large (125 kW) portable diesel generator; only final painting remains. We have purchased and learned how to use a new satellite phone, which will ensure that we have some means of communications regardless of what happens to land-based and cell phone networks after future storms. We have finally had the roofs on our office and maintenance buildings repaired to the point where they no longer leak and where they should withstand all but a catastrophic storm this hurricane season. However, the roofs are still damaged, and we plan on entirely replacing them late this year, after hurricane season is over.



We are also continuing to make progress on our project to determine the Global Positioning System (GPS) coordinates of all our facilities so that we can more easily find them after a major storm. So far, we have located all 5,000 of our

Members' meters, and we are now working on our 1,350 valves. After we locate the valves, we will complete this project by locating all 500 fire hydrants. We hope we never have to use this information, but if we need it, we will certainly be glad we have it. One utility in the Panhandle found this to be very true when they were hit by Ivan last year, and all their facilities were buried under a few feet of sand deposited by the storm surge.

Despite all the above noted progress on our storm preparations, we still have one important bit of unfinished business from last year's hurricane season. We are still waiting on FEMA to reimburse us for some of our costs related to hurricane Frances during last September. We eventually hope to be reimbursed for around \$25,000 of expenses which we incurred when employees manned our facilities around the clock for a couple of days as the storm approached. We submitted all the required paperwork for this reimbursement back on September 30, 2004, and we are beginning to make plans for a gala party to celebrate the first anniversary of that submittal date. We plan on inviting our FEMA representatives to the party, but for them the price of admittance will be \$25,000. It's a good thing we don't need the reimbursement money to keep producing water for our Members!

AMAZING!

The devastating tsunami that hit in southeast Asia last December 25th probably seemed like a far-off incident with little direct personal impact for most IWA Members. However, a couple months ago when we were reviewing water level data collected by the South Florida Water Management District on one of our wells on Sanibel, we were amazed by what we saw. The graph of water level in the well normally rises and falls once or twice a day by about one foot in a very smooth pattern with the tides. However, at around 9 or 10 p.m. on December 25th, there was a very sharp spike in water level of 1 to 2 inches. We discussed this phenomenon with District officials, and they confirmed that it was caused by the earthquake which caused the tsunami and was similar to what they saw in many other South Florida wells. Guess it really is a small world!

REVENUE DOWN

Water use for the first 7 months of 2005 is running over 14% behind that for the same period in 2004. As would be expected, IWA's water sales revenue is also down for the same period by a

similar amount. If that trend continues for the remainder of the year, we will have lost over a half million dollars in revenue compared to last year. Fortunately, we anticipated this situation when we prepared our 2005 budget late last year, and we are actually a little over 1% ahead of our revenue budget, year-to-date. We reduced our planned capital expenditures this year to accommodate the anticipated drop in revenue.

There are several reasons for reduced water consumption on the islands this year. First, and most importantly, it has been much wetter than normal, and most IWA Members have rain sensors on their irrigation systems to shut them off automatically when it rains. This is a "good thing," and saves a lot of water by not irrigating already wet landscapes. Second, there are still a lot of housing units which are undergoing repairs from hurricane Charley, most notably in South Seas Resort on Captiva. This is obviously not a "good thing," but it is one that should be resolved by early next year. Finally, the City of Sanibel is continuing to connect new customers to its reclaimed water system, thereby reducing the irrigation demand on our system.

We anticipate that the first two of the above situations (high rainfall and Charley repairs) will resolve themselves sometime late this year or early next year, and our water use and revenue will return to more normal levels. Of course we have to be a little careful of what we wish for here. Although a more normal revenue would be nice, it remains very important for our Members to continue to conserve water so that we can avoid a premature expansion of our facilities, resulting in a rate increase (see Watering Restrictions article above).

A USEFUL TIP

It doesn't take long looking around our islands to see that there is a lot of new construction and remodeling going on. One aspect of these projects that often receives little thought is installation of the new or upgraded water service to the structure. IWA is often left to its own discretion as to where to locate the new/upgraded water meter, and the service line between the meter and the house is installed in whatever location the plumber sees fit.

Not infrequently, the homeowner later regrets our selection of a meter location and then tries to make it look more pleasing by hiding it with vegetation. That becomes a real problem for our meter readers, and in fact is a violation of our Service Rules and Regulations which every Member must

observe. Meter locations must be kept clear of vegetation.

In addition, not knowing the location/routing of the service line between the meter and the house can become a serious problem in the event of a leak in that underground pipe. Not infrequently, service line leaks just seep into the ground without becoming visible above ground. These leaks can result in very large water losses and water bills. If the pipe location were known, finding the leak would be much quicker, easier and cheaper. If you are building a new home or modifying your water service for any reason, please consider recording the location of your water service line somewhere where you can find it when the inevitable leak occurs. Thanks!!

CONSTRUCTION PROJECTS



In a previous edition of this newsletter, we mentioned that our next piping upgrade project would be in the Gulf Pines subdivision on Sanibel. However, as noted elsewhere in this newsletter, our revenues are running well below those of last year. That fact, coupled with the need to complete several small unanticipated piping projects, has resulted in a decision to delay the Gulf Pines project until 2006. The new projects are primarily the result of the need to avoid conflicts with various other construction projects (e.g.: causeway and sewer), as follows:

1. A new 10" main, 350 feet long, on Causeway Boulevard where the new causeway will hit the island. The relocated road would result in our existing main being located under the roadway, which would make repairs very difficult and expensive.
2. A new 12" main, 100 feet long, to accommo-

date the new box culvert under San-Cap Road to drain Clam Bayou. There will also be a temporary bypass around the construction area.

3. A new 4" main, 670 feet long, on Harbour Lane to resolve conflicts with the new sewer being installed in that area.
4. A new 4" main, 900 feet long, on Coconut Drive to resolve conflicts with the new sewer being installed in that area.
5. A new 6" main, 700 feet long, connecting Dinkens Lake Road with Lands End Place up to Henderson Road. This project will eliminate two dead end lines with a new looped system in this neighborhood, thereby improving water quality and pressure.
6. A new 8" and 4" main, 750 feet long, inside the CROW complex on San-Cap Road. The new main is required due to a planned expansion of the CROW facilities and the need for a new fire hydrant.

As always, on all the above projects, we will minimize water outages and road blockages. We will return the involved areas to as good or better condition than before the projects began. If you live in any of the affected areas, feel free to give Rich Calabrese, a call at (239) 472-1502 to discuss any concerns you might have.

WATER QUALITY REPORT ISSUED

Our 2004 Consumer Confidence Report (CCR) was issued in late June. This report, which is required by the United States Environmental Protection Agency (USEPA) every year, contains valuable information on the quality of our water supply, which remains excellent. We urge all our Members to read this important document and to

call our Production Manager, Phil Noe, at (239) 472-1502, with any questions.

IWA BRAIN TRANSPLANT



At the end of July we replaced our IBM AS/400 midrange computer, which was getting a little long in the tooth. While that might be a good thing for Ozzie the IWA mascot (the long tooth, that is), it wasn't too good for our primary billing, purchasing, accounting and payroll systems, which are all handled by this "mainframe" computer. Our old machine had been spinning its four hard drives for six years, 24 hours/day, 7 days/week, and it was time to retire. The new IBM model has more megabytes and gigabytes, and therefore it can process our jobs in a more timely fashion. A new and faster external backup tape drive also allows us to sleep a little better at night. The data transfer from the old machine to the new one was done over a weekend, and we were back in business Monday morning. One more project off the to-do list!

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