

IWA PIPELINE



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CCR TO BE ISSUED

The 2006 edition of IWA's Consumer Confidence Report (CCR) is being developed and will be issued in early July. This EPA-required annual report covers our water quality for 2005. As has always been the case, IWA's water meets and exceeds all water quality standards. Please read over this information when it arrives, and if you have any further water quality-related questions, just give our Production Manager, Phil Noe, a call on (239) 472-2113 (extension 122).

2006 ANNUAL MEETING

On April 10, 2006 the Annual Meeting of The Island Water Association, Inc. (IWA) was held in the Association's offices, located at 3651 Sanibel Captiva Road.

Outgoing President Andrew Schroder reported on the state of the Company. He first commented on the adverse effects of rapidly rising energy prices on IWA's financial situation. He noted that energy-related costs will total over \$1 million in 2006, with electricity alone costing over \$500,000. Mr. Schroder then went on to discuss the effects of recent hurricanes on IWA, noting that revenues are still depressed from hurricane Charley in 2004, while the record-setting 2005 season had little lasting effect on IWA. Mr. Schroder reviewed the changes he had seen during his 6-year tenure on the Board, noting that IWA had remained remarkably stable, despite a major hurricane, causeway restrictions, security enhancements, and six more years of inflation. He closed his presentation by reviewing what he sees as the future challenges that IWA will face, including declining revenues as a result of increasing use of reuse water, continuing disruptions from causeway construction, and the need to replace a significant number of employees over the next decade, as they reach retire-

ment age.

Vice President/Treasurer David Demaree presented the Treasurer's report. He indicated that IWA remains a very financially sound company. He said that IWA's total revenue in 2005 was unchanged from that in 2004, while operating costs increased by around \$120,000, primarily as a result of increased costs for insurance and electricity. Cash reserves exceed total debt by around \$2.1 million. Finally, Mr. Demaree discussed the factors which will eventually lead IWA to request a rate increase at some undetermined point in the future.

General Manager Roger Blind then presented his annual report on operations and accomplishments in 2005, and plans for 2006. He said that annual water production in 2005 decreased by around 90 million gallons to 1.14 billion gallons. He indicated that IWA remains a very financially sound company, despite having only one rate increase in the last 28 years. Mr. Blind then discussed accomplishments in 2005, highlighting capital improvements and water conservation. He also discussed IWA's operations during the very active 2005 hurricane season. He noted that IWA employees had remained in our facilities for both hurricanes Dennis and Wilma, maintaining water pressure and avoiding the need for boil water notices. For 2006, Mr. Blind said that IWA would undertake 19 new capital projects, costing \$600,000. Water conservation will continue to be a priority, as will preparing for the 2006 hurricane season. He discussed two research projects that are being conducted this year to possibly increase treatment plant capacity at minimal cost and to change the chemical used for neutralization to improve water quality, while saving considerable costs. Mr. Blind invited Members to join IWA's employees for a tour of the facilities after the meeting was concluded.

Finally, Director Robert Wigley was re-elected to his second two-year term on the Board and Robert Lindman was elected to serve his first term.

After the Annual Meeting, Directors met to se-

lect officers for the 2006-2007 year. David Demaree was elected President. William Fenniman was elected Vice President/Treasurer. Robert Wigley was re-elected Vice President/Secretary. Robert Lindman and Timothy Gardner were elected Vice Presidents.

RECORD WATER USE

Potable water is being consumed on Sanibel and Captiva Islands in record amounts. During the month of March, Island Water Association's Members consumed over 127 million gallons of water, compared to only 102 million gallons used during the same month in 2005. During April, 137 million gallons were consumed, eclipsing the previous all-time record of 131 million gallons used in March 2002. These water consumption rates are very near the maximum that can be supplied by Island Water's systems. In addition, water levels in our wells are below normal, indicating that our underground water supply aquifers are being stressed.

The cause of this record high water consumption on the islands is clearly the very dry weather conditions in 2006, exacerbated by new and more extensive landscaping installed by some of our Members after the hurricanes in 2004 and 2005. Island Water Association would like to remind its Members that we are under mandatory permanent water restrictions, as imposed by the South Florida Water Management District (for Sanibel) and Lee County (for Captiva). The Sanibel restrictions prohibit irrigation between the hours of 10:00 a.m. and 4:00 p.m. Even Sanibel addresses can irrigate on Tuesday, Thursday and/or Sunday. Odd Sanibel addresses can irrigate on Monday, Wednesday and/or Saturday. The Captiva restrictions prohibit irrigation between the hours of 9:00 a.m. and 5:00 p.m. Even Captiva addresses can irrigate on Thursday and/or Sunday. Odd Captiva addresses can irrigate on Wednesday and/or Saturday. These restrictions apply to all water sources including private wells, with the exception of reclaimed water (which is still subject to time-of-day restrictions). See http://www.sfwmd.gov/org/wsd/wateruse/wurule_pdfs/Indscape/rule_6-03/40e-24officialrule6-03.pdf for more detail on the Sanibel restrictions, or http://www.lee-county.com/utilities/Autopage_T2_R42.htm for more detail on the Captiva restrictions.

Please help us conserve water. The City of Sanibel proclaimed the month of April as Water Conservation Month to draw public attention to this matter. Remember, our water is a valuable and finite resource. If we don't all work together to con-

serve that resource, more severe consumption restrictions and/or higher water rates may be the result. If you have any questions on either the restrictions or on how to conserve water, please give IWA's Engineering Manager, Rich Calabrese, a call on (239) 472-2113 (extension 129). Thank you!!

IWA HONORED AGAIN!



On March 31st, IWA's Chief Plant Operator, Robbie Smith, and Level IV Plant Operator, Steve Dover, attended a ceremony at the Department of Environmental Protection (DEP) office in Tallahassee to receive the 2005 Plant Operations Excellence Award for the South District of DEP. Robbie is second from the left in the above picture, and Steve is on the far right. On the far left is Mimi Drew, DEP's Director of Water Resource Management, and second from the right is Van Hoofnagle, Administrator of the Drinking Water Program.

IWA was one of only six utilities in the entire state to receive one of these awards. We also received the award in 1995, 1997, 2002 and 2003. Of all the awards we can receive, this one is the most important to us, since it is given by DEP, our regulatory agency, and is therefore a clear indication that we are operating IWA in a safe and reliable manner.

Congratulations to Production Manager, Phil Noe, Robbie, Steve and everyone else who runs our reverse osmosis treatment plant!!

MOVE THOSE PIPES!

Public road right-of-ways on our islands are owned by the City of Sanibel and Lee County (on Captiva). IWA's underground water distribution pipes are normally located within these right-of-

ways, as permitted by our franchise agreement. All other utilities, such as electricity, cable TV, telephone and sewer share these same right-of-ways, and conflicts are therefore common, but usually easily resolved.

On the other hand, occasionally a conflict arises for which there is no easy resolution, and IWA has to undertake expensive relocation of its water main. Two such situations occurred over the last few months.

First, the City of Sanibel decided to install a large box culvert under Sanibel-Captiva Road near mile marker 5.6 to connect Clam Bayou with Dinkins Bayou, in order to improve water quality in both bodies of water. IWA had to relocate its 12 inch water main to make way for this construction project (see picture below). First, we installed a new temporary main 18 feet below the road surface. Since repairing this very deep main would be nearly impossible if it broke, we then installed a new permanent main attached to the headwall on the east end of the completed culvert. This relocation project cost IWA around \$60,000. Then the City encountered problems with installation of their new sewer main on the northern end of the island, in the Santiva area, between Mangrove Lane and the Blind Pass bridge. The most reasonable and overall cost effective resolution of those problems was for IWA to move its 12 inch water main in the area to make room to install the new sewer main. That relocation project cost IWA around \$50,000. In both these cases, Members in the immediate vicinity of the construction had to cope with a precautionary boil water notice for a few days. Such is the price of "progress!"



DISASTER PREPAREDNESS

Normally, in the Summer edition of this newsletter, we report on our preparations for the approaching hurricane season. This year is a little different. We have to be concerned not only with hurricanes, but also a possible flu pandemic. We have taken steps to prepare for both potential disasters.

From a hurricane standpoint, we have taken the normal precautions of updating our plans, restocking supplies and purchasing a few additional items identified as being useful during the previous year's storms. This year, we have purchased a second satellite phone, so that we can be assured of a means of communication between our facilities on the islands and employees on the mainland. We are also investigating the addition of a redundant cable Internet connection to our network, in the event that our primary, phone-based Internet connection becomes inoperable.

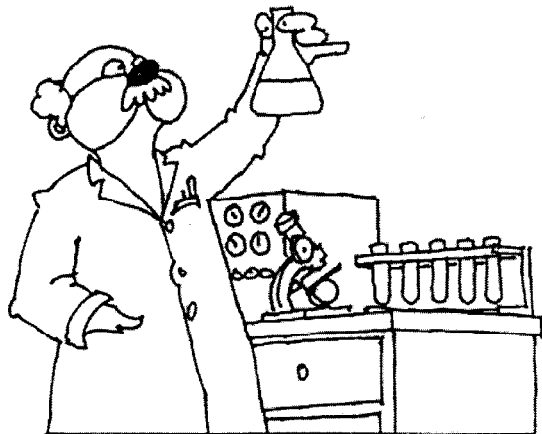
We have also updated our Pre-Hurricane Edition newsletter. Last year, we sent a copy of this very important document to all IWA Members. This year, we have made it available via a link on our internet home page at www.islandwater.com. This special newsletter explains why we might have to issue a precautionary boil water notice during the aftermath of a storm and what our Members should expect and do if that happens. If you can not access this information via our internet page, just give us a call on (239) 472-1502, and we will be happy to fax, e-mail or snail-mail a copy to you.

The Department of Homeland Security has initiated a program to establish a National Incident Management System (NIMS). This system will provide a consistent nationwide approach for everyone to work together effectively and efficiently to prepare, prevent, respond to, and recover from disasters. When hurricane Charley hit our islands, an Incident Command System similar to NIMS was activated and played an important role in restoring services. At IWA, we recognize the need for a system such as NIMS, and therefore all Island Water employees are working on becoming NIMS-certified by the Emergency Management Institute National Emergency Training Center.

Another new "wrinkle" this year is the possibility of a flu pandemic. Although we obviously hope that a pandemic never occurs, history would indicate that that might be an unrealistic outlook. As a public utility providing a vital community service, IWA believes that it should plan for the worst and

hope for the best in this regard. Therefore, we have developed a Pandemic Flu Plan and have taken the steps necessary to implement it. Hopefully we will look back on this effort in a few years and happily conclude that our preparations were unnecessary.

WATER TESTS



In the last edition of this newsletter (and several previous issues), we have warned our Members about home water treatment peddlers and their normal sales pitch of, "Let us test your water for free, and we'll tell you if you have a water quality problem." This ploy continues unabated on our islands.

On one particular day in April, we received several calls from Members questioning one company's sales tactics, indicating to us that company representatives were actually on our islands. In one case, the Member decided to cancel his 4:00 p.m. appointment after talking with us. We decided it would be interesting to see this sales pitch first

hand, so we called to set up an appointment ourselves in our San-Cap Road offices. Amazingly, there just happened to be an opening at 4:00 p.m., so we took it. We had tried before to meet with these people in person, but they had always declined the opportunity. This time, we thought we had finally arranged to do so. Well, unfortunately, the appointed time passed, with no one showing up to test our water, or even calling to reschedule the appointment. We suppose that our sign at the entrance to our offices may have led to the missed appointment, but we will never know for sure.

We have investigated the "tests" used by these companies and have learned more than enough to confirm our suspicions that the testing being performed is not exactly up to industry or governmental standards. Frequently they add a couple of unidentified chemicals to a water sample and point to the resulting color or clarity change as proof of a water quality problem. In fact the "changes" are sometimes the result of reactions between the added chemicals themselves and have nothing to do with the water. In other cases the chemicals react with totally harmless water constituents, such as Calcium. In another common test, they insert two electrodes into the water sample and pass an electric current through them, again resulting in a color or clarity change, this time as a result of materials being released from the electrodes themselves, and again not related to water quality.

If you have concerns about our water quality, just give our Production Manager, Phil Noe, a call on (239) 472-2113 (extension 122) and he will give you results from our state-certified laboratories. Alternatively, you can call the Lee County Health Department on (239) 274-2200 and get the same reliable information. Do not rely on salesmen trying to sell you something using questionable tests.

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