



IWA PIPELINE



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3651 Sanibel-Captiva Road, Sanibel, FL 33957 • <http://www.islandwater.com>

Office Hours: 8:30 a.m. – 4:30 p.m. • Phone: (239) 472-1502 • Fax: (239) 472-1505

RUSTY ISLER, ACTIVELY RETIRED

Most people are lucky to have one retirement party in their lifetime. IWA's former General Manager, Rusty Isler, was treated to two celebrations within three days. The first celebration took place in the Boardroom of IWA's offices on Thursday, June 14th. He was treated to pizza, cake and ice cream.



Rusty's new business card

The second celebration was a dinner cruise on the Sanibel Harbour Princess, out of the Sanibel Harbour Resort, that included family and friends. A good time was had by all. The fact that it took two parties to properly celebrate Rusty's impact and achievements at IWA is an indication of how much he is appreciated, and how much he will be missed by everyone at IWA. To IWA's benefit, Rusty will be only a phone call away if his wealth of IWA institutional knowledge is ever needed.

MEET DON DuBRASKY

Rusty Isler's replacement as General Manager of IWA is Don DuBrasky, a 17 year employee of the company. Don started as an Electronics Technician in the Production Department. After completing a Business Degree from Florida Gulf Coast University, Don succeeded Rusty as Information Services Manager in 2007,



Rusty, former GM Don, current GM

when Rusty succeeded Roger Blind as GM. Don was selected as the next GM when Rusty announced in June of 2011 that he would be retiring on June 18th, 2012, after 32 years of service to IWA. Don has gained an extensive range of technical and managerial experience while at IWA, and having worked closely with Rusty since he became GM, it has been a mostly seamless transition.

Don has lived in Fort Myers for 44 years, and has worked on Sanibel Island for 40 of those years. He and his wife Julie have 4 children and 7 grandchildren. Don looks forward to working with the great people at IWA, most of whom he has worked with from the start.

THE DUNES PIPING REPLACEMENT

The first Phase of the Dunes Mains Replacement Project is now completed. Dry ground enabled construction crews to lay about 350 feet of pipe per day from mid-April through mid-June. This portion of the project will finish two months ahead of schedule. Fourteen thousand feet (2.7 miles) of 6-



Green line is completed Phase 1

inch thin wall pipe was replaced with 8-inch C900 thick wall pipe. Two-hundred five iron saddles (service connections) were replaced with stainless

steel saddles wrapped with 8 mil polyethylene. Twenty-six new valves were installed, 51 concrete driveway aprons were replaced, 2 concrete cart paths were repaired, 28 asphalt driveway aprons were replaced, 9 paver driveway aprons were removed and reset, and 70,000 square feet of sod was replaced.

The second phase of the Dunes should be underway as this Newsletter goes to print. This includes the southern portion of Sandcastle Road. Since Phase 1 was completed ahead of schedule, it was decided, rather than wait until the island's off season, to continue with the pipe replacement now. Phase 2 should be completed by the end of the year.

BADGER/ORION LAPTOP TRAINING

On May 24th, Badger Meter trainers were at IWA's facilities to provide training on the Radio



Training in progress

Read Laptop, which automatically reads water meters as the meter reader drives down the street. This system uses software made by Orion, and a laptop made by Panasonic, known as a "Toughbook." An antenna is mounted on the meter reading Jeep and connected to the laptop, giving

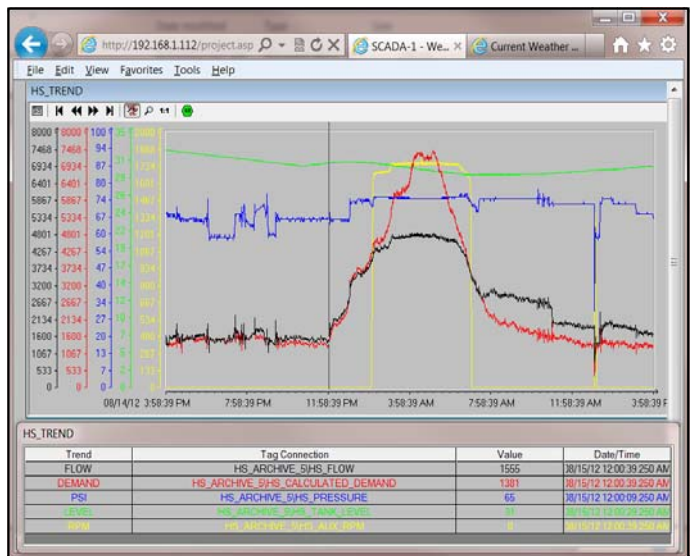


Laptop screen showing meter locations on map

the laptop reader a range of about 300 feet. Previously a handheld unit was used for meter reading, with a range of only a few yards. Scott, our reader, still had to get out of the Jeep and walk the routes. Now he will have to find another form of exercise, plus he will be available for other distribution department duties

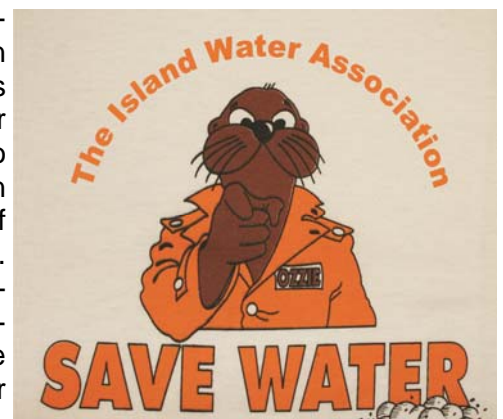
RAINFALL AND SPRINKLER SYSTEMS

Rainfall on Sanibel this year has been right on our 36 year average of about 30 inches through August. Even though the islands have had 19.51" of rain from June through August, water is flying out our door almost every night and onto member's vegetation. On the graph below the vertical line indicates midnight, and the red trend line is the



"SCADA" screen showing huge irrigation usage

system demand (water flow). This is a snapshot of the morning of August 15th. You can see from the graph that demand starts to rise at midnight, until it peaks at around 5:00AM. For an hour and a half we are pumping more than 7,000 gallons of water per minute onto the ground, in the middle of rainy season. From a conservation aspect, we would prefer to see a decrease in irrigation. Beyond conservation, this is taxing all components of our system, from the well field, to the RO Plant, to the distribution piping.



Sprinkler systems are required to have rain sensors installed, and residents should make sure theirs are working properly. Sprinkler zones should be set to run for no longer than 30 minutes. Residents should also check the battery in their sprinkler timer. A dead back-up battery will cause the system to reset its clock and run the zones at odd hours. Conservation begins with the consumer. Everyone needs to do their part to conserve our precious water.

LEE COUNTY HEALTH DEPARTMENT INSPECTIONS

Twice a year the Lee County Health Department performs an inspection of the RO Plant and Chlorine Building. The inspection involves checking machinery logbooks and preventative maintenance schedules for proper entries. They also inspect the lab, Chlorine Building, and bulk tank storage area for cleanliness and the absence of leakage. They even check for soap and towels in the restrooms. Both of the 2012 inspections were perfect, which reflects directly on the pride and thoroughness of our Plant Operators work.

MEET KATHLEEN HARRIS

If you have called IWA's office in the past few months you have undoubtedly heard, "Good morning, Island Water, this is Kathy speaking." Kathy Harris is our new Membership Coordinator, replacing 12 year veteran Karen Warrick, who was promoted to Administrative Manager back in December of 2011. Kathy enjoys the team work here at IWA and has rapidly learned the complicated billing software and our field communication system.

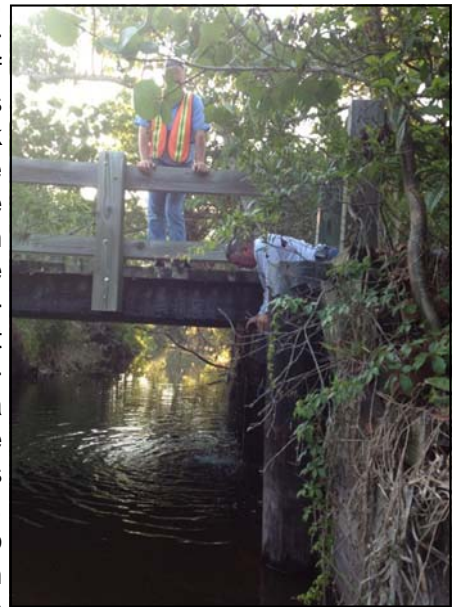


Speaking of the communication system (pun intended), she had to learn the names and radio call numbers of all the Distribution and Plant Techs, and get used to being called "Red Monitor" on the radio.

Kathy hails from Worcester and Framingham, Massachusetts, and lives on Sanibel with her husband. They have two children. When she isn't working, Kathy enjoys photography, traveling, and the beach. You may recognize Kathy from her previous position at the Sanibel School main office. Her words to live by: "You do good, you get good." Yes, indeed.

GULF PINES AQUEOUS CROSSINGS

In the Gulf Pines Subdivision, there are three wooden bridges along Gulf Pines Drive. Our water line runs around Gulf Pines Drive and under all three bridges, where it is inaccessible. One of these crossings developed a leak which we were able to isolate with valves on both sides of the bridge. The leaking pipe cannot be repaired without dismantling a portion of the bridge, which is not an option. The solution is to hang a pipe on the outside of the bridge, where it can be easily maintained. The first bridge was completed a few years ago. We are now in the process of hanging the new pipe on the other two bridges.



Leaky pipe under the bridge

FLORIDA BLUE PREMIUM REBATE

One benefit of the new health care reform law, the Affordable Care Act, is the "80/20 rule." If a health insurance provider does not spend at least 80% of premium dollars it collects on "health care and activities to improve health care quality," it must rebate the difference to policyholders. For 2011 Florida Blue spent only 77.3% of over 1 billion premium dollars on health care. IWA's share of the 2.7% (\$27,099,288.91) rebate amounted to \$7,418.79. IWA provided a cash rebate totaling \$1,064.75, to employees who had family coverage, for the portion of premiums they paid. The rebates ranged from \$17.95 to \$67.21.

RO PLANT SWITCHGEAR

In a thirty-year old water plant, regular maintenance of the electrical components, particularly the main switchgear, is paramount. Consisting of circuit breakers, fuses, and ground-fault protection, a



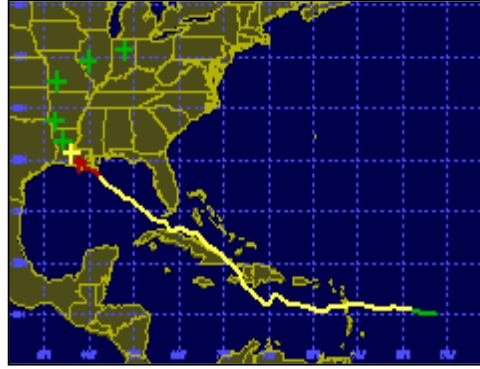
Four sub-breakers and one Main Breaker

failure in any one of these devices could stop the production of water, and/or, worst case, injure or kill an operator. Therefore, IWA follows a strict schedule of preventative maintenance for our main switchgear, located in a separate room in the RO Plant. The main breaker and four sub-breakers are cranked out of their enclosures and carefully inspected and cleaned by qualified technicians. Any suspect or worn parts are replaced and trip levels are tested. This year IWA will be purchasing a backup set of main breakers to alleviate the possibility of an untimely shutdown.

STORM SEASON UPDATE

Hurricane Isaac brushed by Southwest Florida as a tropical storm on Monday, August 27th. Our storm shutters were installed on Friday, and all

properties and job sites were inspected and secured. A small IWA crew spent Sunday night at our



Hurricane Isaac's path around Florida

facilities, ready to work on anything damaged by the storm. The highest wind gust recorded at IWA was 39MPH. Total rainfall was less than 2 inches,

and fortunately for our beaches, the winds stayed off shore, blowing from the east through the entire encounter. While not damaging any of IWA's



Mildly eroded beach at Blind Pass

facilities, Isaac continued northwest through the Gulf of Mexico, strengthening into a hurricane before making landfall near New Orleans on Wednesday, August 29th, seven years to the day after Hurricane Katrina struck the same area.



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The Island Water Association, Inc.
P.O. Box 509
Sanibel, FL 33957