



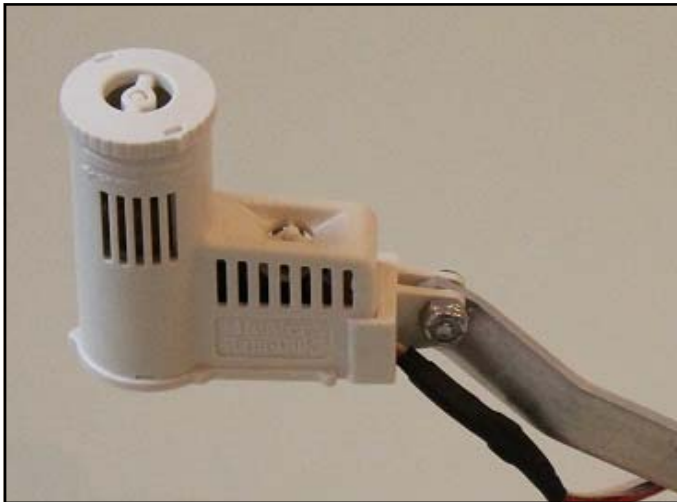
IWA PIPELINE



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3651 Sanibel-Captiva Road, Sanibel, FL 33957 • <http://www.islandwater.com>
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ARE YOU WATERING IN THE RAIN?

Does your sprinkler system have a working rain sensor? A rain sensor is a component of your sprinkler system that acts as a switch to break the circuit to the solenoid valves of the irrigation sys-



Adjustable Rain Sensor

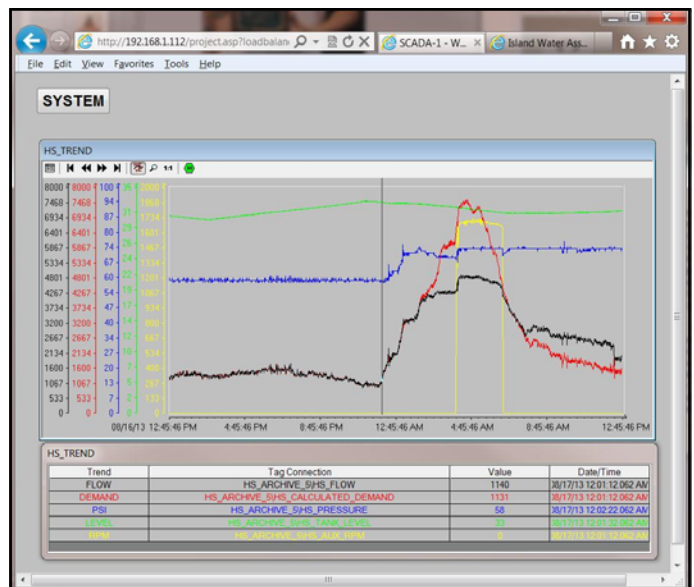
tem when it has rained and the filament in the rain sensor has become wet. The rain sensor will allow the timer to advance as scheduled but prevents the irrigation valves from opening. Once the filament in the rain sensor has dried, the switch closes to allow for normal operation of the irrigation system. To work properly, the rain sensor must be mounted in such a way that it will be exposed to unobstructed rainfall and not be in the path of sprinkler spray.

The Island Water Association's Water Users Agreement, in place since 2003, requires that all irrigation systems have a rain sensor. The City of Sanibel's Lawn Irrigation Permit also requires any new irrigation system have a rain sensor. There are many rain sensors on the market. The best rain sensors have hygroscopic disks inside. The wired rain sensors have three wires and are wired to the

irrigation control box. These rain sensors should be mounted as close to the control box as possible minimizing the chance for wire breaks. There are also wireless rain sensors available, but they are more expensive.

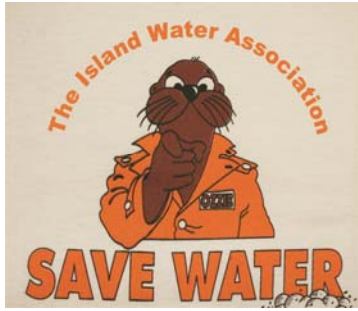
Most people have an irrigation professional install their rain sensor. Make sure that you, the homeowner, can access the device for maintenance and testing. Some rain sensors can be adjusted to different levels of rainfall and some have a bypass mode, so make sure your sensor is not in the bypass mode and is set to the level of rainfall you desire. Your irrigation professional should be able to install a rain sensor and will probably have a recommendation for a specific brand of rain sensor suitable for your irrigation system.

While we are on the subject of irrigation systems, when was the last time you checked the backup battery in your control box? If the battery does go dead, the system will work as normal until there is a power interruption, which happens quite frequently on our islands. When that happens, the



Large irrigation demand begins at midnight sharp

timer clock will reset to 12AM when the power comes back on. Your sprinkler settings could be off by as much as 12 hours, and your zones may be set to a longer cycle by default. Also, if a number of systems in an area all have weak batteries, after a power bump all these systems will come on at the same time, creating a huge demand on our system at the same time every night. A look at the graph of our SCADA system on the previous page shows irrigation demand beginning at midnight (vertical line) and climbing rapidly until about 5AM (red horizontal line). While not only wasteful from a conservation standpoint, this puts a large strain on our pumping facilities. Please check the backup battery on your irrigation control unit at least twice a year.

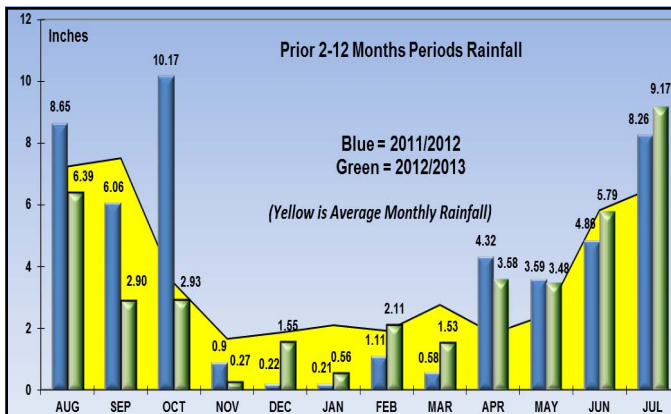


RAINFALL, REVENUES, AND RATES

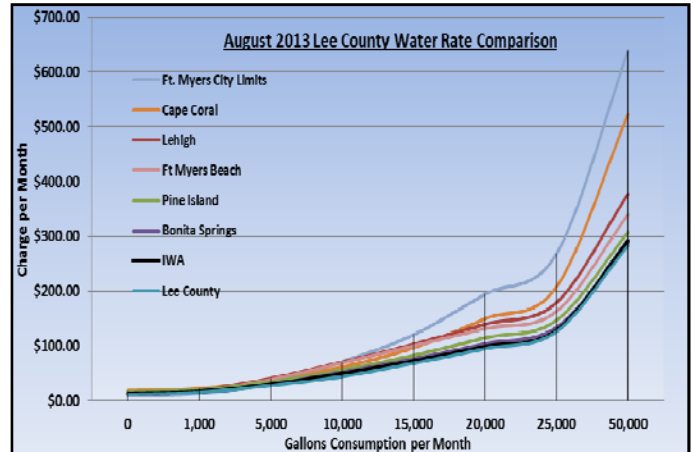
As of the end of July 2013, water sales are down slightly, compared to the first seven months of 2012, by \$62,716 (1.5%). Water sales are also behind budgeted projections for the first seven months of 2013 by 3.2%, probably due to the 3" above average rainfall (32.00") so far this year. Revenues are now trending upwards, most likely due to the busy summer tourist season we have just experienced.



Even though our revenue and produced water is slightly lower than 2012, by the end of 2013 our cash balance should total \$5.69M,



\$1.12M above the Board mandated minimum of \$4.57M, including our rather large capital budget of \$1.68M. IWA water rates (below) continue to be



among the lowest in the county, second only to Lee County Utilities. Our relatively low rates, combined with adequate cash reserves and ample cash flow, highlight the efficient operation of this utility. Consequently, there will be no need for a rate increase this year.

SANITARY SURVEY

Twice a year the Lee County Health Department does an inspection of our RO Plant, checking to make sure that Department of Environmental Protection and Health Department regulations are being followed, and that our finished water is being properly sampled and tested. Every three years IWA's facilities are subject to a very thorough inspection by the Lee County Health Department, known as a "Sanitary Survey." A Sanitary Survey covers all aspects of IWA's water production and distribution systems, including the RO Plant, fifteen production wells, three booster stations, five storage tanks (15MG total), ten 100-hp centrifugal pumps, and thousands of valves, hydrants, and blow-offs in our distribution system. Maintenance Plans, Standard Operating Procedures, and our Emergency Response Plan are all checked and verified. This inspection also includes a look at our "system management and operation," along with operator staffing requirements. It takes two people about four hours to complete the inspection. This year, as in previous inspections, we came away with "No Significant Deficiencies."

PLANT EXCELLENCE & SAFETY AWARDS

Again this year, IWA's RO Plant walked away with two awards; one for membrane plant excellence and one for plant safety. The excellence award is given by the Southeast Desalting

Association to the water plant with the best all-around quality of operation, appearance, and safety program. A rather large questionnaire must be filled out, complete with pictures and copies of our specific programs, such as our Emergency Response Plan. There are dozens of membrane plants



Brandon Henke with SEDA Award

in the Southeast Region competing for one award, so it is quite an accomplishment to win it more than once in twenty years. IWA has won this award twice in the last ten years.



The safety award from the Florida Water and Pollution Control Association (left) is based on IWA's excellent safety record, which includes no work time lost due to injury since 2000, and almost 5,000 days worked without an injury.

The award was presented to our RO Plant Safety Officer, Brandon Henke, at a ceremony in Port St Lucie, Florida.

STORM SEASON UPDATE

It has been a very mild storm season so far this year for Florida. Back in May, it was predicted that there would be sixteen tropical storms, with eight becoming hurricanes, four of those becoming major hurricanes, and three making landfall in the



2013 Storm Tracks Through August

continental US. As of August 27, there have only been six named storms, none of them hurricanes. By no means does this suggest you should lower your guard for the rest of the season. Predictions are still



high for the rest of the storm season, especially if a *La Niña* pattern forms, of which there is a 20% chance. Always be prepared while we are in hurricane season, which continues through November 30. It only takes one storm to cause a disaster.

Island Water storm preparations begin in May, with a review and update of our Emergency Response Plan. This plan includes storm preparation and response after the storm. We check all of our equipment that we dedicate to storm response, such as chainsaws, flashlights, rain gear, and extra fuel. We rotate out our emergency food supplies, test run, under load, our four 125-KVA generators, and test our two satellite phones. The last thing we do before an approaching storm is install our 50+ Lexan storm shutters. You will notice our shutters are still stored safely away. Hopefully they will stay that way this season. The shutters were put to the test during Hurricane Charley, and they performed flawlessly.

2013 CAPITAL PROJECTS PROGRESS

By definition, a capital expenditure is “money invested by a company to acquire or upgrade fixed, physical, non-consumable assets, such as buildings and equipment” (WhatIs.com). Capital expenditures can be used to maintain an existing asset for the benefit of the business, or to foster future growth. Either way, whether a business is for profit or non-profit, capital expenditures are necessary and are spent with the intent of maintaining cash flow and realizing a return on investment (ROI).

IWA spends over \$1M annually on capital expenditures, mostly to maintain fixed assets such as distribution piping, RO Plant pumps and piping, well field pumps and piping, and administrative infrastructure. This year, our largest project involves making improvements to our distribution system within our plant. We are in the design and engineering phase of upgrading our distribution pumping station, or as it's called in the industry, our High Service Station. As we've said before in this newsletter, our existing station is being taxed to the limit on high irrigation nights. This project “kills two birds with one stone” by allowing us to upsize the re-



High Service Pumps in the RO Plant

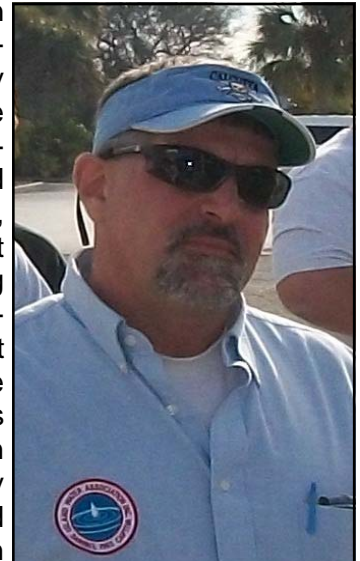
placed pumps and piping to accommodate future demand. The upsized (16" to 20") yard piping was replaced earlier this summer. The cost of the new pumping station will be part of 2014's Capital Budget. Other capital projects for 2013 are as follows:

- Replaced 18-year-old phone system with Cisco Voice over IP (VoIP) system – completed 8/13
- Replaced 20-year-old used post card bill burster (slicer) with new – completed 1/13
- Continue replacement of water meters with automated meter reading (AMR) meters - less than 1,000 remaining
- Repaired and painted 2MG Periwinkle storage tank – completed 5/13
- Replaced 8-year-old midrange IBM business computer with IBM rack-mount with upgraded operating system – completed 6/13
- Replace RO membranes in Trains E & F – scheduled for 10/13
- Well Field Evaluation - ongoing
- RO Plant Improvements - ongoing
- Admin Office Upgrades - upcoming

- Security Upgrades - ongoing
- SCADA Improvements - ongoing
- Distribution Improvements - ongoing

BILL EPRANIAN, DISTRIBUTION TECH

Bill Epranian is an IWA Distribution Technician with a long history on Sanibel Island. He grew up with his brothers on the island and attended local schools, working in the restaurant industry before landing in IWA's Distribution Department in 2000. Bill left IWA for a year when he moved to St. James City, Pine Island, in 2005. He couldn't stay away for long, and asked to be rehired in 2006. IWA was happy to



Bill Epranian

have Bill back, as he left in good standing and does an outstanding job for us. When weather permits, Bill commutes by boat, cutting down the time it takes to drive the 47 miles from his home to IWA. Bill believes he works with the best people on earth and feels blessed to be working at a job that allows him to remain a part of the community he grew up in. He takes care of Route 2, which runs from Tarpon Bay Road west to Jamaica Drive. When Bill isn't working, he enjoys exercise, bike riding, cooking (especially baking), and fishing. His pride comes from cooking what he has grown in his own garden. Bill's words of wisdom: "Nothing great is ever achieved without enthusiasm" and "Leave everything a little better than you found it."



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