



IWA PIPELINE



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

Office Hours: 8:00AM – 4:30PM • Phone: (239) 472-1502 • Fax: (239) 472-1505

FRANCHISE AGREEMENT RENEWAL

Believe it or not, it has been twenty years (July 16, 1995), since the Island Water Association signed an exclusive franchise agreement with the City of Sanibel and Lee County to provide potable water to Sanibel and Captiva Islands. IWA's previous thirty-year franchise agreement was with Lee County only, since Sanibel did not incorporate until 1974. With the help and cooperation of both Lee County and the City, an amendment was added to the existing twenty-year agreement, extending it to thirty years (July 16, 2045), which is typical for a utility. The Sanibel City Council approved the new franchise agreement on April 7, 2015, and the Lee County Board of County Commissioners approved the new agreement on June 2, 2015. That's one piece of business Oz-zie won't have to worry about for a long time!



LAKE MUREX MAIN UPGRADE

Work began on the replacement of water mains, fire hydrants, and service connections in the Lake Murex subdivision in early June. This subdivision was prone to repeated leaks and repairs due to the installation of thin wall Class 160 plastic pipe, iron saddles, and PVC service lines by the original contractor. This was the norm at the time Lake Murex was built. Today we use C900 PVC pipe, with a wall thickness almost double that of Class 160, and stainless steel saddles to connect poly tube service lines to members' water meters. Eleven new fire hydrants, for a total of twenty,



New Piping Being Installed in Lake Murex

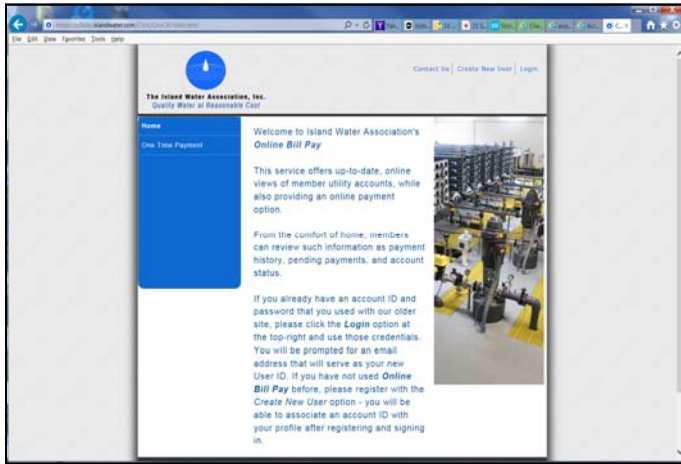
are also being installed for improved fire protection.

In mid-August, with all piping and service lines installed, leak testing and pressure testing of the new system began. Property restoration is ongoing, and by the end of September, we anticipate having all homes connected to the new system.

ONLINE BILL PAY UPGRADE

Island Water has upgraded Online Bill Pay on our website. Online Bill Pay now has a fresh up-to-date look, provides easier navigation, and the User ID will no longer be your account number, but your email address. Our new payment engine has increased security and now supports all major browsers.

With our new and improved Online Bill Pay, you will have the ability to view your consumption history and payment history for the past three years. Even if you don't pay your water bill using a credit card, setting up an online account will give you your consumption history and payment history, as well as your ACH information (if you have bank drafting), your account information, and your cur-



New Click2Gov Screenshot

rent and previous bills. If you have multiple water accounts, you will be able to view all of your accounts with just one login. Additionally, a one-time payment can be made on the website without having to create an account. Customers with existing logins should follow the on-screen directions to upgrade their login for the new site. As always, please don't hesitate to call us if you encounter any issues or have any questions.

RO PLANT INSPECTION

On July 15, the Lee County Health Department conducted its semi-annual inspection of the RO Plant. It is a very thorough inspection, and takes the better part of a day. The inspectors look at plant maintenance logs, well field logs, and even go so far as to check for soap and paper towels in the bathrooms. It is rare for them to not find any "deficiencies," but for the second inspection in a row this year they found zero deficiencies.

BOOSTER TANKS INSPECTIONS



IWA Booster Storage Tank Locations

During the months of May through July, all three of IWA's booster station storage tanks were

drained, inspected, and cleaned. IWA plant personnel performed most of this work in-house. The Periwinkle and Wulfert storage tanks each hold 2MG of water and the South Seas booster tank holds 1MG of water. Any imperfections were repaired and repainted, and all gaskets were replaced. A safety railing was installed on all three interior ladders and the tanks were inspected by Smallwood and Williams Construction, a licensed engineering firm. Pete Smallwood worked for the original builders of these tanks, The Crom Corp., and has been maintaining them for many years.

After the tanks were disinfected and put back into service, a compliance report was filed with the Lee County Health Department.

HIGH SERVICE PUMPING STATION



New Piping from the Storage Tanks to the New Pump House

The underground piping that will connect the new distribution pumps in our new High Service building to the storage tanks and to the distribution system was started in early July. The three pumps and motors were also delivered in July, so work continues to get our new distribution pumping station up and running. The contractor for this portion of the project, Strickler Brothers Underground, had many obstacles to overcome as they installed the new 20" suction pipe run to the new building. Existing piping, consisting of water, drainage, and electrical, had to be negotiated over and under very carefully. They performed this task flawlessly, with no damage to existing infrastructure. They will now begin installing pipe to the new pumps, working their way out of the building to the underground piping.

The Maintenance Department connected and ran the new motors for a short break-in period, and they performed as expected. The new diesel backup pump should arrive in September. The existing propane backup pump will remain in service until the new diesel pump is up and running.



New Distribution Pumps and Motors

NEW SUWANNEE WELL

The new Suwannee well is complete. Capacity of this well is about double that of the well that was replaced at this site (Hawthorn 13). The fence has been installed around the facility and approval from the Lee County Health Department and the South Florida Water Management has been obtained. The well, designated Suwannee 9, is now part of our network of fifteen production wells, comprised of eight Suwannee Aquifer wells and seven Hawthorn Aquifer wells. This project finished 25% under budget.



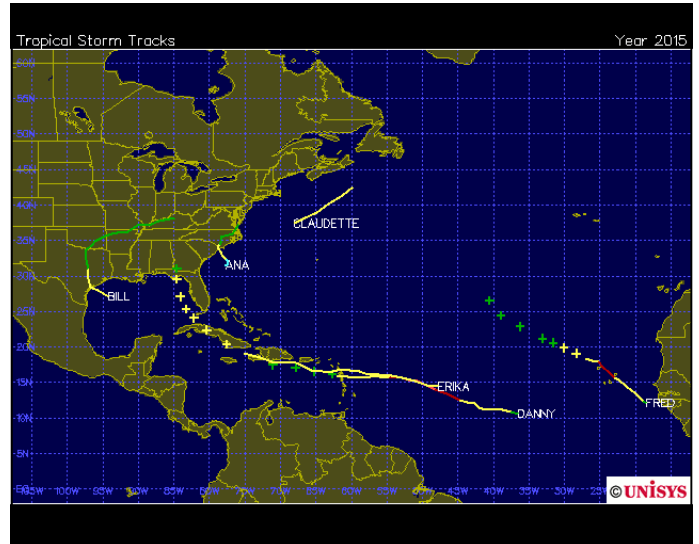
Suwannee Well #9

STORM SEASON UPDATE

It has been a mild storm season so far this year for Florida. Back in June, NOAA predicted a below normal hurricane season, consisting of 6-11 named storms, with 3-6 becoming hurricanes, and 0-2 of those becoming major hurricanes. As of August 31, there have only been 2 hurricanes and 4 tropical storms. Tropical Storm Erika had a bead on Southwest Florida, but fizzled out after crossing Cuba, dropping above average rain on our area as a low pressure system. By no means does this

suggest you should lower your guard for the rest of the season. Always be prepared while we are in the hurricane season which runs 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, which 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, and test run, under load, our four 125KVA genera-



2015 Storm Tracks Through August

tors. The last thing we do before an approaching storm is install our 50+ Lexan storm shutters. In the interest of caution, they were installed on the Friday before TS Erika was forecast to strike the area. The shutters were put to the test during Hurricane Charley, and they performed flawlessly.



SEASONAL MAILING ADDRESS CHANGES

As summer comes to a close, we here at IWA are starting to see address change requests from our seasonal winter residents. We strongly advise changing your billing address for your IWA bill to your Sanibel address for the winter months directly with us. It's easy and there are many ways to change your billing address. There is a form on our website under the Customer Service tab. There is also an address change form on the back

of your payment stub (red rectangle on graphic), or you can pick up the phone and call us. A real live person answers our phone so you will never be stuck in a phone tree or be forced to listen to option after option before you can talk with someone.

Changing your address with our office alleviates any delays or confusion in receiving your water bill. We have noticed that when a change of address is made at the post office, IWA gets a postcard from the post office requesting us to change your address, which we do. Occasionally, the homeowner inadvertently leaves the yellow following sticker on the payment stub and we then change the address to the Sanibel address. Many of our customers don't realize that the billing address has been changed and, during the summer months when they are not here, the water bills are still mailed to the Sanibel address. The result can be not receiving your water bill at all. Water problems can arise when no one is in residence, so it is especially important to get your water bill every month, even when you are not in residence to monitor your water usage. Feel free to use any of the above mentioned methods of changing your billing address. We look forward to seeing all of our winter friends soon.

THE ISLAND WATER ASSOCIATION, INC. POST OFFICE BOX 509 • SANIBEL, FL 33957-0509		CONTACTS Phone (239) 472-1502 FAX (239) 472-1505 http://www.islandwater.com Office Hours Mon-Fri. 8:00AM to 4:30PM	
THE IWA BY-LAWS PROVIDE THAT:			
A. Nonpayment within sixty (60) days from the bill date will be subject to a penalty of ten (10) percent of the delinquent account and delinquent notices may be issued at that same time or any time thereafter. A minimum of five (5) business days after delinquent notices are issued, shut-off may occur.			
B. Nonpayment for ninety (90) days after the original bill date will allow the Corporation, in addition to all other rights and remedies, to cancel his membership, and, in such event, the member shall not be entitled to receive nor the Corporation obligated to supply, any water.			
C. In the event of a dispute over amounts due, the Service Rules & Regulations of the Corporation shall govern payment, penalties and interest during the pendency of such dispute.			
USE FOR CHANGE OF MAILING ADDRESS ONLY PLEASE RETURN THIS STUB WITH PAYMENT DO NOT STAPLE		USE FOR CHANGE OF MAILING ADDRESS ONLY NAME _____ STREET/PO. BOX _____ CITY _____ PHONE _____ STATE _____ ZIP _____ SIGNATURE _____	

Back of Payment Stub Showing Address Change Form

CONSUMER CONFIDENCE REPORT

The 2014 edition of IWA's Annual Drinking Water Quality Report, also known as a Consumer Confidence Report (CCR), is available at www.islandwater.com/wp-content/waterReports/CCR2014.pdf. New Florida Department of Environmental Protection rules state that as long as we post a direct URL on our website, a direct URL is posted in

our quarterly Newsletter at least twice during the year, and a hard copy is available in our lobby, we are not required to direct mail the CCR. We will be happy to

mail a copy of our CCR to anyone who requests it by calling (239) 472-1502. The EPA-required annual report covers our water quality for 2014.

Please read over this information, and if you have any further water quality-related questions, give our Production Manager, Pat Henry, a call at (239) 472-2113 x122, or stop in to our office anytime from 8:00AM-4:30PM, M-F.



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