



IWA PIPELINE



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BUSHWHACKERS



IWA Precision Trimming Device

In Southwest Florida, our plants (and weeds!) grow at a rate that would amaze people who live in cooler climates. It sometimes seems like you can actually see the plants growing right before your eyes. While this rapid plant growth is one of the things that makes our islands the attractive places that they are, it also has a tendency to quickly turn our home landscaping into an impenetrable jungle.

This very rapid plant growth also creates a number of problems for our IWA technicians. Previously accessible meters quickly become completely overgrown and inaccessible. In addition to slowing down our technicians in their work, some of our plants are not too “user friendly” and are either poisonous or covered in thorns and other nasty matter. This makes reading overgrown meters a real safety problem. For example, we have had technicians who have gotten serious cases of poison ivy, cuts from bougainvillea thorns, etc.

Our Service Rules and Regulations, which every IWA Member agrees to follow when he/she joins the Association, state that our water meters are to be kept “unobstructed and accessible at all times to the technician.” We need a clear path to meters, which is at least 7 feet high and 3 feet wide, with two feet clear on all sides of the meter itself.

We would **greatly** prefer that Members keep

their own meters clear of excessive vegetation, and when time permits, we notify Members who have an accessibility problem and ask them to remedy the problem themselves. However, with over 4,900 meters to read every month and our rapid plant growth, that would be a full time job for a couple of employees in the summer months. Therefore, we sometimes resort to trimming the vegetation ourselves. Although the majority of meters and problem vegetation are located on public right-of-ways, our trimming efforts still sometimes dismay our Members. While we try to do a good job, our idea of trimming looks like butchery to some of our Members. We apologize if you are one of those Members!

So please help us, and make sure your vegetation is trimmed so that we can quickly and safely read your meter. Remember, the quicker we read your meter, the less it costs and the lower we can keep your water rates. If we trim around your meter, please try to understand that we are not professional landscapers, and we are only trying to do our jobs in a safe and efficient manner.

On a related subject, those Members who have installed backflow prevention devices on their water service lines (that U-shaped pipe near the meter) also need to keep the area around these devices clear. While we understand that the devices are not pretty, and a little vegetation hides them from view, please keep the vegetation at least two feet from the devices in all directions. We periodically test these devices for our Members (at no cost to them) and clear access is again a necessity.

Thanks for your assistance with this “growing” problem.

SEA OATS MAIN UPGRADE

Work began on the replacement of water mains, fire hydrants, and service connections in the Sea Oats subdivision in mid-May. This subdivi-



New Piping Being Installed in Sea Oats

sion 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 Sea Oats 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. One new fire hydrant, for a total of five, are also being installed for improved fire protection.

By the end of August, with all piping and service lines installed, leak testing and pressure testing of the new system should be complete. Property restoration is ongoing, and by the end of September we anticipate having all homes connected to the new system.

THE SANIBEL SCHOOL "STEM" PROGRAM



IWA's STEM Display at The Sanibel School

In late spring, Island Water was asked to participate in an after-school showcase at the The Sanibel School for students and parents highlighting careers in the fields of Science, Technology, Engineering, and Mathematics (STEM). Future careers

for students with this type of knowledge will be in high demand, and according to Science Teacher Dana Sanner, "Careers in these fields are among the most high paying." (The Island Sun, 6/10/2016) Current Distribution Manager and former Production Supervisor Robbie Smith was happy to put together a display featuring the Reverse Osmosis process used at the The Island Water Association to make potable water for Sanibel and Captiva Islands. Robbie manned the display on his own time and happily explained the process to as many students and parents as were interested.



Robbie Smith Talking to Students at The Sanibel School

AVERAGE WATER USAGE

Our office often gets calls inquiring about what an average water bill on Sanibel and Captiva should look like. Island Water usually figures that the average water usage per person for strictly inside usage is 1,500 to 2,000 gallons of water per month. The table on the next page shows the average water usage and bills for single family households up to 6 people for inside water usage. There is a \$13.00 charge even if there is no water used which includes a demand charge and a meter reading charge. The rates in the table include the \$13.00 base charge. The table does not take into account any outside usage which would include sprinkler usage and pool usage. The Island Water rate structure is based on a tiered system, so the more water used, the higher the cost per thousand gallons. The first 5,000 gallons is billed at \$3.30 per thousand gallons and increases by \$.65 every

Average Inside water usage per person per month		
Residents	Avg Usage	Avg Water Bill
1 person	1,500-2,000 gals	\$16.30-\$19.60
2 people	3,000-4,000 gals	\$22.90-\$26.20
3 people	5,000-6,000 gals	\$29.50-\$33.45
4 people	6,000-8,000 gals	\$33.45-\$41.35
5 people	8,000-10,000 gals	\$41.35-\$49.25
6 people	9,000-12,000 gals	\$45.30-\$58.45

IWA Average Inside Water Usage Bill

5 thousand gallons up to 25,000 gallons. Water usage over 25,000 gallons is billed at \$6.55 per thousand gallons, almost double the lowest tier. This tiered structure was put in place to encourage water conservation.

OLD HIGH SERVICE DEMOLITION

Work has begun to decommission the old distribution pumping equipment, including the electrical circuits to the motor control panel, and isolating the old piping from the new distribution pipeline. The 100 HP motors and pumps will be removed and advertised for possible use by another utility. One of the decommissioned 100 HP auxiliary propane driven pumps will be refurbished and stored for use in our booster stations, which use the identical pump and engine. The 100 HP variable frequency drives that controlled the speed of the old pumps can be reused on smaller motors around the plant if needed. Most of this work will be done in-house, and the reclaimed floor space can be used for a future membrane train if needed.

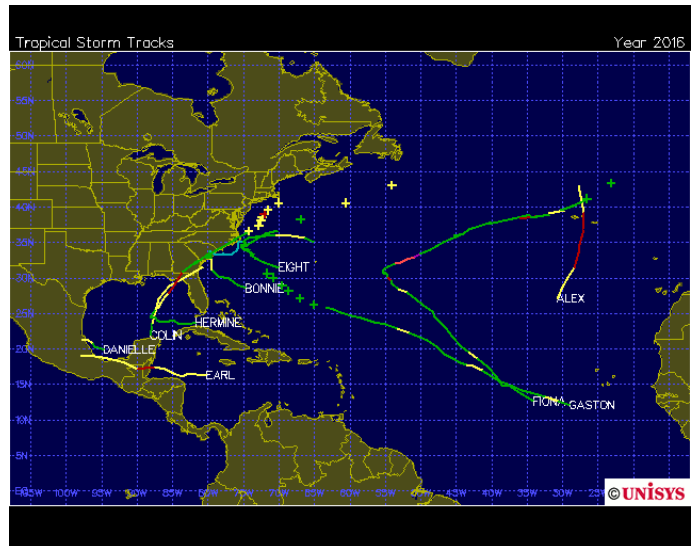
STORM SEASON UPDATE

It has been a fairly mild storm season so far this year for Florida. However, a La Nina pattern is starting to develop, meaning more storm activity for the rest of the season. For the rest of this season, as of July 26, our weather service, StormGeo, is predicting 12 more named storms, with 7 becoming hurricanes, and 4 of those becoming major hurricanes. They feel the Gulf of Mexico is at an above normal risk for storm activity.

As of September 6, there have been 3 hurricanes and 5 tropical storms. Tropical Storm Colin drew a bead on Northern Florida, dropping a couple of inches of rain on our area. 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 generators. 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 TD 9 was forecast to strike the area. The depression entered the Gulf of Mexico, then became Tropical Storm Hermine on September 1, then a hurricane on September 2, and headed northeast, crossing Florida in the Big Bend area in almost the same location that TS Colin crossed Florida back in June. Hurricane Hermine is the first hurricane to hit the continental United States since Hurricane Wilma back in 2005, marking the longest stretch in history between hurricane land-falls in the U.S. Hermine dropped about 3" of rain on the Islands. The shutters were put to the test during Hurricane Charley, and they performed flawlessly.



2016 Storm Tracks Through Early September

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. 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 2015 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/CCR2015.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 2015.

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.

THE ISLAND WATER ASSOCIATION, INC.



2015 Annual Drinking Water Quality Report

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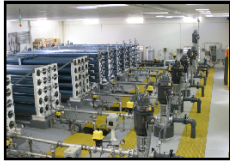
"Quality Water at a Reasonable Cost"

We are very pleased to provide you with our fourteenth Annual Water Quality Report. We want to keep you informed about the excellent water and services we have delivered to you over the past year. Our goal is, and always has been, to provide you with a high quality and a dependable supply of drinking water. We are also pleased to report that our drinking water meets and exceeds all federal and state requirements.



Where Does Your Water Come From?

The Suwannee Aquifer lies approximately 700 to 900 feet below the surface of Sanibel and Captiva Islands. This is the raw water source that is used to produce the drinking water for island residents. Our raw water source contains many minerals. It is brackish water that has a moderate salt content. The salt content of the raw water is the primary reason that Reverse Osmosis (R.O.) is used as IWA's treatment technology. The picture on the left shows the R.O. trains that remove not only the salt, but many other minerals as well. The plant permitted capacity is currently at 5.66 MGD.



The Island Water Association Inc. routinely monitors for contaminants in your drinking water according to federal and state laws. The following table shows the results of our monitoring for the period of January 1st to December 31st, 2015. Monitoring results prior to this period are also displayed in the table. As water travels over the land or underground it can pick up substances such as microbes, inorganic and organic chemicals, and radioactive substances. All drinking water, including bottled drinking water, may be reasonably expected to contain at least small amounts of some contaminants. It is important to remember that the presence of these contaminants does not necessarily pose a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at (1-800-426-4791).

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