



# IWA Pipeline

The Island Water Association's Quarterly Newsletter



IWA's Board of Directors & Staff

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## Board President's Message

At our Annual Meeting last April, we introduced Diana Wilson as our new general manager, discussed IWA's financials, covered our staff joining the International Union of Painters and Allied Trades (IUPAT) AFL/CIO — District Council #78 — Local Union 2301, and touched upon the need to develop a strategic plan for the future. Today, I am pleased to report that we have had a very productive and exciting summer and fall.

On the staff side, we reached a collective bargaining agreement with the union which evolved from many hours of discussion with the staff. All parties approached the negotiations in a positive and collaborative manner. Consequently, the agreement is fair and reasonable and will serve and benefit IWA and the staff, our most important asset, in the coming years.

With regard to IWA's financial condition, I am pleased to report that we remain well positioned with excellent liquidity, solid capital, and low leverage. Our reserves are strong and have continued to grow in anticipation of the capital projects that will be required as our facilities are modernized.

IWA has been an outstanding company since its inception in 1965, and it is imperative that we remain current in an ever-changing world. If IWA is to continue its long record of excellence, we must modernize our facilities, technologies, and methodologies on an ongoing basis. Your Board of Directors and management have therefore begun a strategic assessment of all aspects of IWA's operations, a process that will result in a game plan covering the next decade. As Diana Wilson outlines in the GM's message, we must not only deliver quality water at a reasonable cost, our service must be reliable, our staff customer friendly, and our technologies modern.

I also want to take a moment to highlight the importance of Diana's leadership to our future success. Diana joined us in January of 2019, holds a PE license and has over 16 years' experience in drinking water regulation, design, operation and management. More importantly, Diana is committed to excellence and making our great company even better. Your Board of Directors is confident that we will develop a sound and realistic plan for the future with components achieved in an efficient and timely manner under Diana's leadership and with the support of our outstanding staff.

In closing, I wish all a wonderful holiday season and an enjoyable and healthy New Year.

**Jeff Springer**

Board President

## [General Manager's Message](#)

The Island Water Association mission statement is, "Quality Water at Reasonable Cost." It isn't catchy nor particularly exciting, but each and every decision, operation and plan is made with this foundational concept in mind.

Quality and cost are critically important to the success of our utility and directly impact all of our members. Our members expect and deserve the highest value for their dollars spent. However, a sound water utility considers more than quality and cost in serving its customers. We must also offer reliable, consistent service, customer friendly technologies and the ability to serve the growth of the community.

The Island Water Association will be undertaking a number of initiatives and investments to better meet

the needs of our members now and into the future. These initiatives include a Comprehensive Water System Master Plan to project future domestic and irrigation water demands, an assessment of the sources, treatment methodologies, distribution, pumping and storage requirements of our water, and a long-term capital expenditure plan to complete identified future projects. Additionally, alternatives will be considered for updating the communications and controls system used to operate our facilities, focusing on improved reliability and the ability to retrieve data for operational decisions and governmental reporting.

Our administrative and customer service functions will be modernized to take advantage of new technologies and programs. Among the projects slated for 2020 is a small pilot program to test a cellular Advanced Metering Infrastructure (AMI) system. If successful, this AMI pilot program would be the first step towards providing customers with access to real-time water usage data and the ability to identify water leaks in a timely manner, saving dollars and reducing wasted water.

The Board of Directors and employees of The Island Water Association have a proud history of service to the Islands of Sanibel and Captiva. We look forward to continuing and improving upon that legacy as we modernize our facilities and methodologies. Quality Water at Reasonable Cost doesn't happen by accident, but by the hard work, dedication and planning of our staff and the support of our membership.

**Diana Wilson**

General Manager

## [Newest Licensed Plant Operator](#)

Congratulations to IWA's newest Grade C licensed Water Plant Operator, David Coleman! David came to IWA in 2017 with a great work ethic and desire to learn and grow in the profession. Obtaining the Florida Department of Environmental Protection Water Plant License is no easy feat, and demands thousands of hours of operational experience, rigorous coursework and testing to achieve a tiered license – C, B and ultimately A as the highest available level.

Members of IWA can have confidence that the water they receive is treated under the watchful eyes of experienced, licensed water treatment professionals



24 hours a day, 7 days a week. The Reverse Osmosis treatment process utilized by IWA requires a responsible Operator-In-Charge to have a B License or higher. Having a highly trained, qualified staff to operate and make decisions regarding the water we rely on for health, safety and sanitation is critically important. Recognizing this, IWA's Board of Directors and management encourage and incentivize plant operators to reach the highest levels of licensure available. Within the ranks of our production department IWA has four (4) Grade A, three (3) Grade B and two (2) Grade C licensed employees, representing decades of hands-on training, coursework and hundreds of hours of continuing education.

Licensed Water Plant Operators are unsung heroes, working quietly behind the scenes to ensure that our members have high quality, safe and reliable water. We are excited and proud to have David on our exceptional team of licensed water professionals, providing and protecting our most precious natural resource.

## Meet the New Employees

The Island Water Association is excited to introduce our two newest employees, Michael Kraft and Jamichael Burney!

Michael (Mike) Kraft began working at IWA in August in the newly created role as Controller/Business Manager. Mike lives in Lehigh Acres with his wife Sabrina and young daughter Brynlee. Mike earned an accounting degree from Ohio University in Athens, Ohio and worked in non-profit and governmental accounting after moving to Southwest Florida nearly eight years ago. When not hard at work you can find Mike spending quality time with his family and enjoying boating and deep sea fishing.

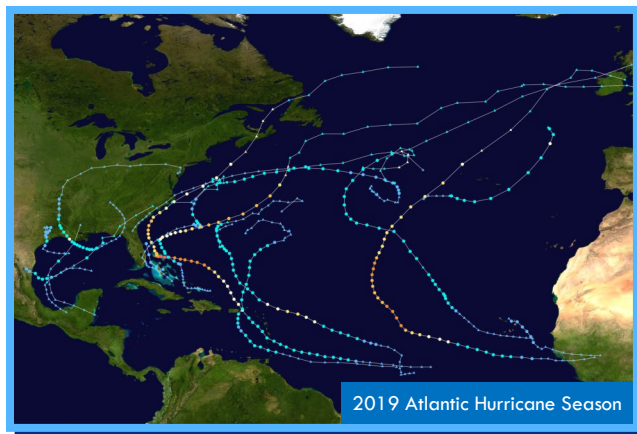


Jamichael, a Sanibel native, grew up living and working on Sanibel and now lives just over the causeway in Fort Myers. Jamichael started with IWA in September as a Distribution Technician and has been busy training and learning the responsibilities of his route, including repair and maintenance of water mains, service lines, hydrants and valves. Away from work Jamichael enjoys fishing, watching his favorite sports teams (San Francisco 49ers and Orlando Magic), spending time with his girlfriend, Selena, and his three children, Leanna (14), Matthew (11) and Riley (3). With Jamichael's laid back personality it is no surprise that his words to live by are, "Don't worry, be happy!"

We are excited to have Mike and Jamichael on the IWA team!

## Hurricane Season Ends

The 2019 Atlantic hurricane season was the fourth consecutive year of above-average and damaging storms dating back to 2016, although many of the storms were weak and short-lived. With 18 named storms, the season is tied with 1969 for the fourth-most named storms since reliable records began in 1851. The season officially began on June 1st and ends on November 30th.



The season's first hurricane, Barry, formed in mid-July in the northern Gulf of Mexico and struck Louisiana. After five weeks of inactivity, the tropics began to ramp up in late August with a few storms developing, including Hurricane Dorian, which struck the Windward Islands and United States Virgin Islands as a strengthening tropical cyclone. Dorian then rapidly intensified into a Category 5 hurricane on approach to the Bahamas, where it devastated Great Abaco, Grand Bahama and surrounding Islands before proceeding up the Eastern Seaboard.



In September, Hurricane Humberto brought heavy rains and hurricane-force winds to Bermuda while Tropical Storm Imelda quickly formed over the Gulf of Mexico and made landfall in Texas, causing catastrophic flooding. Lorenzo became the easternmost Category 5 Atlantic hurricane on record. With Dorian and Lorenzo, the season became the fourth consecutive season to feature at least one Category 5 hurricane (Matthew in 2016; Irma and Maria in 2017 and Michael in 2018). It also became one of seven seasons to feature multiple Category 5 hurricanes.

## Still Paying By Check?

Tired of mailing us your payment every month? Join many of your fellow IWA Members and enroll in our direct debit program. We will automatically debit your bank account each month, after you have had a chance to review your bill. You will save a stamp, envelope and aggravation. IWA will save the cost of opening your payment and inputting it into our computer, thereby keeping our costs and your water rates as low as possible.

Contact our Membership Coordinator, Cate, at (239) 472-1502 or [cate@islandwater.com](mailto:cate@islandwater.com) to enroll or fill out an online application. She will be happy to discuss the program with you and to answer whatever questions you may have.

## Welcome Back!

Welcome back to our members returning to the islands! For those that have been away we encourage you to take the following actions to make the transition stress-free:

1. Call our Membership Coordinator, Cate, at (239) 472-1502 and update your mailing address to ensure that you continue to receive your monthly water service bill. While you have Cate on the phone, be sure to update your other contact information including current telephone number and e-mail address so that we can notify you of potential customer service issues.

2. Flush all faucets in your home for a few minutes to turn over water that has been stagnant in the plumbing. IWA adds chlorine as part of the treatment process to protect against pathogens and ensure water from the tap is clean and safe to drink. A small residual amount of chlorine remains in the water as it is distributed throughout the water system. Over time chlorine dissipates which can provide bacteria an opportunity to grow. Warmer temperatures tend to expedite the rate that disinfection residuals degrade. Thoroughly flushing your home's plumbing ensures that you receive high quality water that is fresh and safe to drink.



From all of us at IWA, we wish you and your family a wonderful holiday and a Happy New Year!



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