



IWA Pipeline

The Island Water Association’s Semi-Annual Newsletter



IWA Main Office

WHAT’S IN THIS ISSUE?

2021 ANNUAL MEETING

NEW LICENSED OPERATORS

NEW EMPLOYEES

CALOOSA SHORES PROJECT

2020 CONSUMER CONFIDENCE REPORT

[2021 Annual Meeting Highlights](#)

The Annual Meeting of The Island Water Association is a yearly highlight, even when a worldwide pandemic requires the meeting be held virtually. This year, there was no coffee and doughnuts to greet the membership, nor a post-meeting tour of the treatment plant to meet staff and view the equipment that produces potable water for the islands. At 10:00 AM on Monday, April 12, 2021, the Annual Meeting of The Island Water Association convened via Zoom with a condensed business agenda, including the election of Directors and reports on the financial condition and operations of the utility.

Board President Jeff Springer presided over the meeting, which he opened by thanking Island Water Association’s staff for their commitment to excellence and safeguarding public health and the operations of the utility throughout the pandemic. Following the President’s opening remarks, the election of the Board of Directors was held. Dennis Berry was elected to his third, two-year term, Michael Boris was elected to his second, two-year term, and Donald Rice was elected to his first, three-year term. These individuals join

President Jeff Springer and Vice President Kathleen Sergeant to comprise the 2021 IWA Board of Directors.

IWA Treasurer, Michael Boris, reported on the financial condition of the utility, highlighting the strong reserves and the planned use of these funds for a comprehensive modernization of IWA's facilities based upon an ongoing strategic planning initiative. Audited financial statements for fiscal years 2019 and 2020, prepared by CliftonLarsonAllen, are available at www.islandwater.com.

Diana Wilson, IWA's General Manager, presented an overview of the organization's accomplishments during 2020, highlighting the efforts taken to keep the workforce safe during the pandemic and the status of the company's strategic planning initiative. The General Manager reported that the company is well-operated and exceptionally maintained; however, several areas of the utility would benefit from advanced technology and equipment upgrades. An ongoing strategic planning process is underway to identify and prioritize initiatives for future system modernization and improvement. Completed elements of the strategic plan were outlined, including the company's mission and vision statements and organizational values. These fundamental elements of the strategic plan describe the company's primary purpose and the essential behaviors and priorities that will guide our actions and decisions.

Mission:

IWA provides our members with quality water and exceptional service at a reasonable price.

Vision:

We achieve our mission by continuously improving all aspects of IWA's operations.

Values:

Integrity – We act in a responsible manner while adhering to high ethical and moral standards. All staff members of IWA are fully responsible and accountable for their actions.

Community-minded – We engage and educate our membership through active communications and participation in community events. Staff are ambassadors for IWA, and their actions have a material impact on the image presented.

Teamwork – We collaborate and learn from one another to achieve company goals, increased efficiency, expanded knowledge, and job satisfaction.

Safety – The safety of our employees and members is a high priority and we incorporate and enforce all necessary safety measures in our daily activities.

Stewardship – We wisely use and care for our natural resources and water system facilities to ensure they are sustainable for future generations.

Service Excellence – We always care about our members and strive to consistently deliver exceptional customer service and quality water.

Staff Development – Our greatest asset is our employees, and we encourage and support staff members in achieving their maximum potential through coaching, training, and financial support of educational programs.

Fair & Equal Treatment – We will always treat staff members with respect and maintain a work environment free from discrimination and favoritism.

Long-Term Perspective – We make well-informed objective decisions ensuring quality water, exceptional service, and reasonable costs are enjoyed by our members for many generations.

In 2020, IWA commissioned engineering consultants Black & Veatch to review all aspects of the water system and develop a list of recommended improvements to prepare the utility for the future. The comprehensive system review included water demand projections, source water needs and alternative supplies, water treatment methodology, controls system upgrades, and potential improvements to distribution, storage, and pumping systems. The conclusions and recommendations provided by Black & Veatch will be used in the final phase of the strategic planning process to identify key initiatives and the action plans required to achieve them.

At the conclusion of the Annual Meeting, the Board of Directors met and elected officers for the upcoming year. Jeff Springer was elected President, Michael Boris as Treasurer/Vice President, Kathleen Sergeant as Secretary/Vice President, and Dennis Berry and Donald Rice as Vice Presidents.

[Operator Licensing](#)

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. 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. IWA's Board of Directors and management therefore 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, two (2) Grade B, and five (5) 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.



Plant Operators Chris, Justin & Jarrod aligning a pump.

We are excited and proud to announce that plant operators Justin Rice and Steve Bishop recently received their Grade C licenses, adding to our exceptional team of licensed water professionals. Congratulations Justin and Steve!

New Employees

The Island Water Association's Distribution Department welcomes three new technicians to the crew!

Nicholas Atkinson grew up on Sanibel and enjoys the outdoor, island lifestyle. Nick takes things in stride and finds a way to laugh, even during stressful water main repairs. He is a great addition to the team!

Richard Johnson started as a Distribution Technician in February and enjoys his work fixing leaks, checking backflow devices, and performing distribution system maintenance. Richie and his wife, Loraine, live in Cape Coral with their three children, Dominique (8), Kyon (4), and Iyauana (2). In the small amount of spare time that the father of three enjoys, Richie coaches youth football and plays sports to stay in

shape. Richie brings a fantastic attitude to work every day, and lives by the words, "Live life to the fullest and just be yourself. Love what you live for."

Cody Dahlberg is the most recent addition to the IWA distribution team and has an extensive background in construction and equipment operation. Cody and his wife, Katie, live in Cape Coral with their two daughters, Kamryn (4) and Carsyn (2). Cody enjoys fishing, golfing, and spending time outdoors with his family.



Distribution Technicians Nick, Cody & Richie training.

Welcome Nick, Richie, and Cody! We are excited to have you on the IWA team!

Caloosa Shores Main Project

'Out of sight, out of mind' may be a common expression, but it is far from accurate when it comes to the underground water main system that distributes potable water to IWA's membership on Sanibel and Captiva. IWA employees routinely evaluate the distribution system network and prioritize sections for replacement based on age, condition, and pipe material. Thin-walled plastic pipe was a common building material installed by subdivision developers in the '70s, '80s, and '90s. Unfortunately, this pipe material tends to develop frequent breaks as it ages, requiring our distribution technicians to make emergency repairs. IWA is systematically working to remove this thin-walled pipe from the potable water system through an annual water main replacement program which reduces the number and severity of water main breaks and emergency repairs. The funding for water main replacement projects is entirely from IWA's capital budget and adds no additional cost to our members.

In 2021, two streets in the Caloosa Shores Subdivision, Punta Caloosa Court and Caloosa End Lane, will



have undersized, thin-walled plastic pipe replaced with larger diameter, higher-quality Polyvinyl Chloride (PVC) and High-Density Polyethylene (HDPE) pipe. The water main replacement will provide more stable pressure and increased reliability to residents. Project work in the Caloosa Shores Subdivision began in early May and will take several months to complete. Project updates can be found on the homepage of IWA's website, www.islandwater.com.

Hurricane Season Preparedness

By the time this newsletter is issued, the 2021 hurricane season will be upon us. IWA will have updated its Emergency Response Plan and restocked its emergency supplies and reserves. IWA will be ready; however, we certainly hope that all of our preparations prove unnecessary this year.

We encourage members to include the following water and utility related actions in their hurricane preparedness plan to protect themselves and property:

Trim shrubs and landscaping. Remove dead tree limbs and limbs extending over structures, fences, and utility lines (including backflow devices and meter boxes).

If you are away from your property and a storm is predicted to make landfall, have your water service turned off at the meter. If time permits, IWA will perform this service at no charge. Simply call IWA's administrative office at (239) 472-1502 to request this service. In the event IWA's staff is unable to do so because of high priority storm preparations, other service providers such as your irrigation company or home watch may be able to turn your water off at

the meter box or backflow device. Please be aware that you will need to arrange to have water service restored to your property after the storm event.

Store enough water for drinking and sanitation in the event a prolonged water outage occurs. The Federal Emergency Management Agency (FEMA) recommends having enough water stored for at least 10 days, estimating consumption of one gallon per person per day. If you have pets, be sure to include additional stored water for their needs.

While we hope for an uneventful hurricane season, nothing takes the place of proper planning and preparedness. In addition to the water tips provided in this article, general information on personal hurricane preparation can be found at:

<https://www.ready.gov/hurricanes>

Consumer Confidence Report

The 2020 edition of IWA's Annual Drinking Water Quality Report, also known as a Consumer Confidence Report (CCR), can be found on the right side of our website's homepage at www.islandwater.com, obtained in our lobby, or by using this direct link:

bit.ly/IWACCR2020

The CCR can also be requested by calling (239) 472-1502. The EPA required annual report covers our water quality for 2020, which meets and exceeds all water quality standards, as has always been the case in the past. If you have any further water quality-related questions, just give our Production Manager, Pat Henry, a call at (239) 472-1502.



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