



IWA Pipeline

The Island Water Association's Newsletter



Getting festive at the R.O. Plant

WHAT'S IN THIS ISSUE?

UPCOMING IMPROVEMENTS

NEW DISTRIBUTION LICENSES

NEW EMPLOYEE

WELCOME BACK CHECKLIST

NEW BILL PREVIEW

and more!

[Coming Soon – Online Access and Billing Improvements!](#)

Members of the Island Water Association will soon benefit from improvements to the utility's customer service and administrative programs. Beginning January 2022, members will notice that IWA's blue postcards for monthly water service bills have been replaced with a colorized, full-page bill and return envelope. This new format is in response to our membership comments that the postcard bills can become stuck in magazines, are easily overlooked, and difficult to read. The new format provides an easy-to-read layout, a monthly consumption graph, and space for important announcements and information about your water service. A return slip and envelope will be included in the bill package to increase convenience and simplify the payment process. Additional details on the improved bill statement and e-billing can be found on page three of this newsletter.

Members should note that their IWA account number will be changing with the transition to a new billing system. The new account number will be available on the first billing statement in January 2022. Members using online bill pay through their

banks must include the new IWA account number when initiating their monthly payments.

Also in January 2022, members will have access to a new online portal which will provide improved account consumption, billing, and transaction history. The portal will also allow members to set-up autopay and update email and phone number contacts. The portal will launch in early January and will be accessed through a link on the homepage of IWA's website, www.islandwater.com. To register an account in the online portal, members will need to have their new account number and the last payment amount on their account. This information will be available on the January billing statement. As always, if you need assistance in setting up your online account, don't hesitate to call IWA's administrative office at (239) 472-1502.

An often requested and exciting new feature of the online portal is the ability to set up recurring, automatic debit or credit card payment of monthly water service bills. Members opting to use a debit or credit card payment option will be charged a flat fee of \$1.25 plus a processing fee based on a percentage of the total payment amount for each transaction. This two-component fee replaces the current convenience charge of \$3.00 per card payment and is a more equitable cost being based on transaction size.

We are excited about the features and customer service enhancements that will be available to our membership. We thank you in advance for your patience as we implement these improvements and modernize your customer service experience.

[Employees Achieve Licensing](#)

Congratulations to IWA's newest Level 3 licensed Water Distribution Technicians, Courtney (Josh) Campbell and Nicholas (Nick) Atkinson! Both Josh and Nick joined IWA's Distribution Department in 2020 and quickly developed the field skills and technical knowledge required to achieve their state regulated licenses. Obtaining licensing from the Florida Department of Environmental Protection requires thousands of hours of operational experience and rigorous coursework and testing. Over time, and with considerable effort, Water Distribution Technicians can achieve Level 2, and the highest available, Level 1 licensing.

Members of IWA can have confidence that the water they receive is delivered through a distribution system that is maintained under the watchful eyes of experienced, licensed water professionals. Having a highly trained staff operate and maintain our water distribution system is critical to the delivery of reliable, high-quality potable water. IWA's Board of Directors and management encourage and incentivize our Water Distribution Technicians to pursue the highest levels of licensing available.

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

[IWA Welcomes New Employee](#)

Island Water Association is excited to introduce our newest employee, Nicholas Martin!

Nicholas (Nick) started with IWA in October as a Water Plant Operator trainee. Nick lives in Fort Myers with his wife Alexa, young son Xander, and a new addition to the family expected in March 2022. Nick is a US Navy veteran who served aboard the USS Ronald Reagan and comes to IWA with a background in aviation fuel purification and distribution. When not hard at work, Nick enjoys traveling and spending quality time with his growing family.



Welcome Nick, we are excited to have you on the IWA team!



Announcing Exciting Improvements to IWA's Billing Statements!

Beginning in January 2022, IWA members can expect major improvements to the look of their monthly water service bills. In addition to the improvements highlighted below, the full-page bills will include an addressed return envelope and periodic inserts to keep you up to date with important information and notifications.

Members currently signed up to receive electronic billing statements will continue to receive their monthly bill at the e-mail address currently on file with IWA. E-mailed billing statements will look identical to the new billing statements and will be sent as a PDF file.

Members can expect to receive bills at the same interval as previous billing cycles. Members signed up for ACH/Auto Pay will not experience any change to their payment schedule. As always, if you have any questions about the new bill format or wish to make changes to your method of bill delivery, call IWA's office at (239) 472-1502.

THE ISLAND WATER ASSOCIATION, INC.
3651 Sanibel Captiva Road
Sanibel, FL 33957
(239) 472-1502

JOE SAMPLE
1234 MAIN STREET
SANIBEL, FL 33957

Account Number	Amount Due
XX-XXXX-01	
Service From	Service To
5/28/2021	6/29/2021
Billing Date	Due Date
11/10/2021	11/10/2021
Service Address	
1234 MAIN STREET	

BILLING DETAILS

CURRENT		PREVIOUS		USAGE
DATE	READING	DATE	READING	
5/28/2021	3.333	6/29/2021	3.305	28

WATER CHARGES:
WATER

TOTAL CURRENT CHARGES	147.65
PREVIOUS	160.75
PAYMENTS	-160.75
ADJUSTMENTS	0.00
TOTAL AMOUNT DUE	\$147.65

NOTES
YOU CAN CREATE A BILL PAY ACCOUNT AT ISLANDWATER.COM

CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS

Account Number	Amount Due
XX-XXXX-01	\$147.65
Billing Date	Due Date
11/10/2021	11/10/2021
Account Name	
JOE SAMPLE	
Service Address	
1234 MAIN STREET	
Amount Enclosed	
\$	

THE ISLAND WATER ASSOCIATION, INC.
PO BOX 509
Sanibel, FL 33957

The account number for your billing will change to a new three-segment format.

A bar graph comparing current and prior year consumption will be included on billing statements.

We encourage you to read the notes section of the billing statement for important information about your potable water service.

The perforated return slip can be inserted with your payment into the return envelope provided in the billing packet.



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 administrative office at (239) 472-1502 and update your mailing address to ensure that you continue to receive your monthly water service bill. While we have you 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 lines. 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 accelerate 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.

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 one of the direct

links below on your smart phone or computer:

bit.ly/IWACCR2020



The CCR can also be requested by calling (239) 472-1502. This 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.



*From all of us at
The Island Water Association,
we wish you a safe and happy
holiday season!*



PRRST STD
US POSTAGE PD
FORT MYERS FL
PERMIT NO. 5728

THE ISLAND WATER ASSOCIATION, INC.
PO BOX 509
SANIBEL, FL 33957