



IWA Pipeline

The Island Water Association's Newsletter

2023 IWA Board of Directors



Vice President/Secretary
Kathleen Sergeant



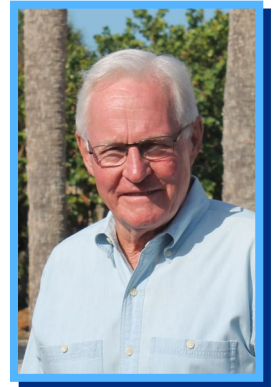
Vice President/Treasurer
Michael Boris



President
Jeffrey Springer



Vice President
John Schmidlin



Vice President
Don Rice

WHAT'S IN THIS ISSUE?

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...and more!

[2023 Annual Meeting Highlights](#)

The Annual Meeting of The Island Water Association was held via Zoom at 9:00 AM on Monday, April 10, 2023. The meeting's agenda included the election of Directors, a report on the utility's financial condition, and the status of IWA's facilities and operations after Hurricane Ian.

Board President Jeffrey Springer presided over the meeting, which he opened by recognizing the extraordinary job of The Island Water Association's staff in restoring water service to both Sanibel and Captiva Islands after Hurricane Ian. Following the President's opening remarks, President Springer announced that Director Dennis Berry will be leaving IWA's Board of Directors at the conclusion of the annual meeting after six-years of service. President Springer thanked Director Berry for his service on the Board, including serving as President, and for his leadership in the modernization of IWA's operations. The election of the Board of Directors was then held, with Michael Boris elected to his third, two-year term, and John Schmidlin elected to his first, three-year term. These individuals join President Jeffrey Springer, Secretary Kathleen Sergeant,

and Vice President Donald Rice to comprise the 2023 IWA Board of Directors.

IWA Treasurer, Michael Boris, reported on the financial condition of the utility, highlighting the decrease in operating income and increase in operating costs in the aftermath of Hurricane Ian. Increased operating costs are attributable to a combination of post-storm emergency labor and escalating costs of water treatment chemicals and electricity throughout the year. The utility's healthy reserves will be available to maintain IWA's largely fixed cost operations and fund required restoration projects until revenues stabilize in the future.

Audited financial statements for fiscal years 2021 and 2022, prepared by CliftonLarsonAllen, are available at www.islandwater.com.

Diana Wilson, IWA's General Manager, described the utility's shift in focus from implementing strategic initiatives to improve and modernize operations, to disaster recovery in the aftermath of Hurricane Ian. A review of the utility's immediate recovery timeline and the status of restoration projects were presented. Major storm recovery projects include replacement of security fencing and roofs on numerous structures and restoring the controls and electric components throughout IWA's wellfields, which were submerged by storm surge.

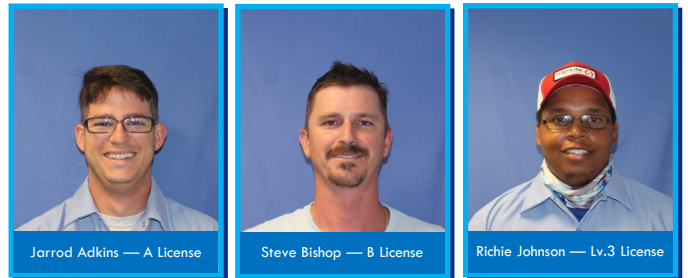
At the conclusion of the Annual Meeting, the Board of Directors met and elected officers for the upcoming year. Jeff Springer was elected President, Michael Boris as Treasurer/Vice President, Kathleen Sergeant as Secretary/Vice President, and Donald Rice and John Schmidlin as Vice Presidents.

Operator Licensing

Members of IWA can have confidence that their potable water is treated and distributed under the watchful eyes of licensed, experienced water professionals. Having highly 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 employees to reach the highest levels of licensure available through the State of Florida.

We are proud to announce that six (6) of IWA's plant operators and distribution technicians have achieved

new or higher levels of licensing in recent months. Obtaining these licenses requires thousands of hours of hands-on experience, rigorous coursework, and passing a series of examinations. Licensed water operators and technicians work quietly behind the scenes to ensure that IWA members have access to high quality, safe, and reliable water. Congratulations to Jarrod Adkins, Steve Bishop, Richard Johnson, Zach Ingle, Matthew McAtee, and Justin Rice!



Retirements

For even the resolute optimist, reasons to celebrate in the months since Hurricane Ian have seemed few and far between. However, for two long-term Island Water Association employees, replacing work responsibilities for travel, relaxation, and the freedom of retirement is a cause for cheer!

After 15 years as IWA's Purchasing Coordinator, Patty Herrick retired on May 2, 2023. Patty kept all departments stocked with necessary chemicals and equipment, ensuring the best prices and delivery schedules. Her no-nonsense approach to getting the job done correctly and timely was appreciated by all her co-workers and vendors. Patty's stories and infectious laugh are already missed at the office. Having lived on Sanibel for years, Patty and her husband, Doug, look forward to the slower pace of retirement, enjoying island life, and spending more time with their five grandchildren.

IWA's Assistant Production Manager, Ron Freitag, began his career as a Water Plant Operator Trainee



in early 1997. Ron's dedication to the profession led him to achieve his A-license and develop an in depth expertise in IWA's unique treatment process. Over the years, Ron advanced to become the Assistant Production Manager, responsible for regulatory compliance and plant operations. Ron's retirement on June 9, 2023, is a loss of a good friend and co-worker, one with decades of experience and exceptional knowledge. While we are missing Ron, he and his wife, Margot, will be enjoying long road trips without an itinerary or schedule to keep.

Congratulations to Patty and Ron – enjoy your well-earned retirements!

IWA Welcomes New Employees

April 2023 was a busy and exciting month as we welcomed three new employees to the Island Water Association team!

David Brummett began in early April as IWA's newest Water Plant Operator Trainee in the production department. David and his wife, Shawn, are parents to Allie, Jett, and Lola, and recently became proud grandparents! When not spending time with family or at work, David's interests include cars, and spending time in the SW Florida sunshine, fishing, and boating. He enjoys the varied responsibilities of his new position and is excited to continue learning and growing in a new industry.



Rhonda Geisler has settled into her new role as IWA's Purchasing Coordinator, processing A/P, and ordering goods and services to ensure the best quality, price, and delivery schedule. Rhonda and her husband, Scott, live in Fort Myers where they stay busy boating, kayaking, and shelling on the local beaches. Rhonda's active schedule includes keeping up with her three grown children and five grandchildren, who are her pride and joy! Although Rhonda has over 30 years working in customer service and office administration, she enjoys being a lifelong learner and says that "a highly educated person never graduates."

With 25 years in the hotel industry, Jennifer Mateu decided to transition her accounting expertise into utilities. Jennifer took over the duties of the Accounting Coordinator in late April and is quickly learning IWA's payroll and payment processing systems. Jennifer enjoys spending time away from the office with her children, Desmond, and Isabella, and traveling to new locales.



We are excited to welcome David, Rhonda, and Jennifer to IWA.

Hurricane Season Preparedness

It doesn't seem possible, but we have passed June 1st on the calendar and hurricane season is upon us once again. Like many in southwest Florida, IWA is still working to restore our facilities from the destruction and devastation caused by Hurricane Ian. As we continue to recover from the 150+ mph winds and storm surge that covered Sanibel and Captiva Islands, we also must prepare for what the 2023 hurricane season may bring. IWA has updated our Emergency Response Plan, restocked emergency supplies, and continued to improve our infrastructure to increase our resilience during future storm events. IWA will be ready; although, we certainly hope that all our preparations prove unnecessary this year.

Many lessons were learned in the aftermath of Hurricane Ian. We encourage you to include the following water and utility related actions to protect life and property:

- Trim shrubs and landscaping to keep water meter boxes, backflow devices, and home valves clear and readily accessible. Remove dead tree limbs and limbs extending over structures, fences, and utility lines.



- 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.
- If you decide to stay on-island during a storm, 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.

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>
&
<https://www.noaa.gov/hurricane-prep>



[IWA Rates Remain Stable](#)

Even before Hurricane Ian, the cost of many goods and services had skyrocketed due to inflation and other economic pressures. The costs associated with the production and distribution of potable water also suffered dramatic price escalation; however, IWA

was able to absorb these increases and maintain stable rates throughout 2022. Critical restoration projects after the storm created substantial and unanticipated costs to the association. These expenses have further stressed IWA's budget, requiring the use of existing reserve funds to support operations and project work.

IWA's Board of Directors and management are sensitive to the impact of rate increases and are constantly implementing efficiencies and process improvements to reduce costs. The success of IWA's strategy is clearly demonstrated by over 14 years of stable rates, which followed 15 previous years without a rate increase. Based on a preliminary evaluation of current revenues, expenses, and reserves, the existing rate structure appears adequate to maintain stable operations during this period of uncertainty as the islands rebuilds. Your Board and management will continue to analyze and monitor this ever-changing situation and do everything within their control to maintain reasonable rates while ensuring that essential resources are available to provide high quality, reliable water to our members.

[Consumer Confidence Report](#)

The 2022 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 islandwater.com, obtained in our lobby, or by using this direct link:

<https://tinyurl.com/IWA2022CCR>

The CCR can also be requested by calling (239) 472-1502. The EPA required annual report covers our water quality for 2022, 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.

