



2018 March Bulletin

HONORARY NACWA AWARD WINNER

On February 7, 2018, Iowa Lakes Regional Water was honored by the National Association of Clean Water Agencies (NACWA), who presented us with a 2018 National Environmental Achievement Award in the Operations & Environmental Performance category!

This award is presented to NACWA member agencies for outstanding initiatives in wastewater treatment, wastewater conveyance, storm water management, and/or environmental enhancement. The award recognizes an innovative and effective project, system, or method relating to wastewater treatment plant or collection system operations developed and successfully implemented by a NACWA member in a cost-effective manner while achieving environmental compliance objectives.

For more than forty years, NACWA has been the nation's recognized leader in legislative, regulatory and legal advocacy, giving the clean water sector a collective voice to EPA, Congress and governmental agencies nationwide.

ILRW appreciates our members for whom we work so hard to serve. It is our great pride and pleasure to provide you with a quality resource, one that is vital to life itself. Without you, our environmental goals and achievements would be meaningless.

Thank you!



"Congratulations! Your organization has accomplished a lot and it has been my sincere pleasure to be a part of it. Thank you for your partnership with USDA Rural Development."

Randy Hildreth, Area Director, USDA-Rural Development

"It is great to see a 40-year partner do such great things... since 1978 & beyond! What a fabulous commitment to your community & clean water!"

Annette Sweeney, State Director, USDA-Rural Development

"Congratulations on this great accomplishment!"

Edward G. Henifin, Chair, NACWA Awards Committee
Adam Krantz, CEO, NACWA



IN THIS ISSUE:

ENVIRONMENTAL ACHIEVEMENT AWARD.....P1

TREATMENT PLANT MAINTENANCE.....P2

WATER SERVICE LINE PROTECTION PLAN.....P3

WATER RATE INCREASE.....P4

TREATMENT PLANT

UPCOMING ROUTINE MAINTENANCE



During the month of March, Iowa Lakes Regional Water will be performing annual maintenance on the water softening equipment at the treatment plant. Members may experience short-term changes in water softness. We do not anticipate any water service interruptions.

Routine treatment plant maintenance is performed annually in order to keep all components of the treatment plant in prime operating condition so we may continue to provide you with the best quality of water possible.

During this routine maintenance, members may notice the following changes to water:

- scaling or white residue
- soap scum
- difficulty lathering soap

If you temporarily experience the mentioned conditions, your water is still safe to drink and use to cook, bathe and shower.

Calcium, iron, and manganese are removed from the water during the softening process. These essential nutrients are not a public health hazard though their presence can make a noticeable difference in the water.

Your patience and understanding during this short maintenance period is greatly appreciated. Our staff will be performing the work as quickly as possible to resume to normal operations. Members with any questions are encouraged to contact our office at 712-262-8847.



PLANT MAINTENANCE - MARCH 2018

THE COST OF CLEAN

\$4.8 trillion

**NEEDS TO BE INVESTED IN WATER INFRASTRUCTURE
OVER THE NEXT 20 YEARS TO MAINTAIN A STATE OF
GOOD REPAIR**

Source: American Society of Civil Engineers



thevalueofwater.org

2018 SPRING RECONNECTION

With spring around the corner, ILRW would like to remind members that our policy requires a minimum of 24 hours advance notice to schedule your spring reconnection. This service is provided for a fee of \$40.00, which includes both spring and winter connection services.

If you are unable to provide the required advance notice, ILRW can always reconnect your service in a pinch for a fee of \$75.00.

**TO SCHEDULE YOUR SPRING RECONNECT
CALL OUR OFFICE AT 712-262-8847**

**Monday - Friday
8 a.m. - 4 p.m.**

WATER SERVICE LINE PROTECTION PLAN

Program Update:

The ILRW WSLPP program protects our members from water loss and repair costs associated with service line leaks for a small fee already included in your monthly minimum. In 2017, almost 70 claims were submitted with \$42,000.00 in associated costs forgiven to members.

If you believe your usage has increased, please remember the following:

- ⇒ Check for leaks inside and around your property before you call
- ⇒ ILRW must verify there is a service line leak prior to any repair
- ⇒ Please be patient. You are important to us! Our staff will coordinate a repair as soon as scheduling permits



"Definitely worth every penny! The service was great and your staff kept us updated so we really felt like we were 'in the know.' It was a super cold day, but they didn't act put out for being called to an emergency repair like we see in other companies. They just came, got done what they needed to and were very nice about it. We really appreciated it!"

Brad & Nicole Greene - Webb

"...but boy, it's one of those things; when it's there and you need it, it sure is nice to have!"

Bob & Lili Jensen - Spirit Lake

"Outstanding! No complaints! Best crew around!"

Mike Willison - Milford



\$42,000

OVERALL CUSTOMER SAVINGS IN 2017

every 2 minutes

HOW OFTEN A WATER MAIN BURSTS
IN THE U.S.

Source: EPA

Value of Water
COALITION

thevalueofwater.org



If you report a mainline leak to ILRW, you could receive a \$25.00 leak reward

DID YOU KNOW?



April 1, 2018

PIT ACCESS

Customers and their contractors or plumbers are not allowed to access the meter pits. It is illegal and a safety hazard.

ILRW must be able to obtain entry to meter pits at ALL times. No objects should obstruct quick and easy access to the meter pits by ILRW personnel.



Contact Us

Our staff is available 24 hours a day, 365 days a year!

ILRW

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Visit us on the web at
www.ilrw.org



WATER RATE INCREASE

Annually, the Board of Directors evaluates the current water rates against operational costs and financial requirements to ensure adequate revenues are being generated. On January 25, 2018, the Board decided an inflationary increase is necessary to meet this year's financial responsibilities.

This is due to increased operational costs for the district. Simply put, the increase allows us to treat your water and keep it flowing so you may continue to enjoy the quality and dependability you've come to expect.

The average customer using three thousand gallons of water in a month will see an increase of 2.71% or \$1.84 in their bill, effective April 1, 2018.

The monthly minimums are driven in part by the annual debt service, which will remain constant this year, thanks to several loan refinancing opportunities over the past four years. Therefore, there will be no increase to the monthly minimum in April 2018.

ILRW customers have not seen water rate increases in the past two years. In fact, over the last 33 years, the average annual rate increase by ILRW has been 2.14%, compared to the US average inflation rate of 3.22%.

NO increase in the monthly minimum!

ILRW looks forward to serving our members and greatly appreciates your patronage!

