

IOWA LAKES REGIONAL WATER NEWS

MID-YEAR NEWSLETTER

JUNE 2020

Annual Members Meeting THURSDAY, JULY 23, 2020

Board of Directors Election

The Annual Meeting will be held at our district office located at 1301 38th Avenue West in Spencer, IA. Governing decisions of the District are made by the Board of Directors, as elected officials of the members. This year you are asked to fill two seats being vacated by Board Members; Rich Jordet and Kerry Brown. *The Nominating Committee Report can be found on Page 3.*

Reports to Membership

The meeting will include financial reports, the FY20 audit review, and the manager's report.

Dinner 6:00 PM

A complimentary meal will begin at 6:00 PM. The Iowa Cattleman's Association will be grilling burgers and a variety of vendors donated door prizes to be awarded after.

Entertainment 7:00 PM

The meeting will begin with the Star Spangled Banner, as presented by the talented Miss Abby Schmidt. At only 14, Abby has performed at the Clay County Fair, Okoboji Summer Theater and the Spencer Community Theater. Abby is a vocal student at the JJ School of Music and will be starting her freshman year in high school this fall.

Join us for the
**ILRW Annual
Members Meeting**
for a complimentary meal
& your chance to win
DOOR PRIZES
and the
PROXY BALLOT PRIZE!



*To be eligible to win the
door prize drawings,
members must be
present and registered
before 6:30 PM that
evening!*

**YOU DO NOT NEED TO BE
PRESENT TO WIN THE PROXY
PRIZE! DETAILS ON PAGE 4**

ATTENDANCE DURING COVID-19

ILRW respects the current health pandemic and continues to work with federal, state and local agencies. For the annual meeting this year, ILRW is providing members an alternative option to attend, although all are welcome, as social distancing and government guidelines will be adhered to. Members may choose to attend this year's meeting in person or remotely (see below). **Remember: Please mark your RSVP attendance plan accordingly when completing your proxy ballot.**

THURSDAY • JULY 23, 2020 • 7 PM

CALL
1-(312)-626-6799

or

LOG IN TO ZOOM
VIA INTERNET OR APP
FOR VIDEO ACCESS:

MEETING ID: **278 063 3325**
PASSWORD: **078387**

Inside this issue:

Annual Meeting	1
Special Guests Water Quality	2
Policy Updates	2
Nominating Committee Report / Farewell Letter	3
Proxy Ballot	4
Payment Options Flush the Pipes	5
Biofilm in the Home Contact Information	6

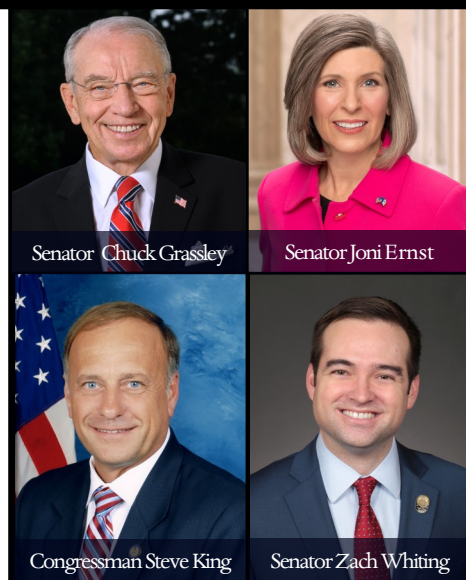
SPECIAL GUEST PRESENTATIONS-ANNUAL MEETING

Before the first case of Coronavirus (COVID-19) was reported in NW Iowa, ILRW took swift steps to secure the workplace for employees and our members. In March, social distancing guidelines were implemented and member services shifted to remote access to reduce the risk of exposure.

Together with Centers for Disease Control and Prevention, State Legislators and the Department of Health, ILRW is working tirelessly so that members may remain confident they are being served quality water and service by professionals, available 24/7. We are very proud of our staff for coming together and

embracing the new norms of social distancing, a higher level of sanitizing and disinfection, and temperature monitoring, all while maintaining quality water and excellent service. We will continue to adapt and adopt strategies promoting the safety of our members, staff and communities.

This year, we are pleased to announce the annual meeting will include brief virtual presentations from Senators Chuck Grassley, Joni Ernst, Zach Whiting and Congressman Steve King, discussing the current world pandemic as it pertains to water utilities. We hope you find it informative and reassuring.



As the Coronavirus (COVID-19) begins to have a greater impact across our country and communities, please know that your tap water is safe to drink. The World Health Organization (WHO) has stated that, "the presence of the COVID-19 virus has not been detected in drinking-water supplies and based on current evidence, the risk to water supplies is low."

Additionally, the EPA is recommending that Americans continue to use and drink tap water as usual. EPA's drinking water regulations, which ILRW abides by, requires treatment by public water systems to remove or kill pathogens, including viruses. Therefore, boiling your water is not required as a precaution against COVID-19.



2020 Policy Updates

✓ Activation Fees

✓ Service Call Fees



Activation Fees

You may hear the new term "activation fee" used by our member services team this year. An activation fee of \$150 is due *per location* requesting water service and a \$25 activation fee is due *per location* requesting wastewater service.

Service Call Fees

Effective April 1, 2020, the hourly service call rate increased to \$50 per hour plus the standard mileage rate. Typical service call fees from other providers can range from \$50-\$150 per hour. ILRW is pleased to be able to continue providing members a quality service at a minimal cost.

NOMINEE FOR BOARD OF DIRECTOR - 2020

As part of the Annual Members Meeting, the Board of Director election is held. The Nominating Committee recommends to the membership, Jason Espenson and Jennifer Sievert, who both provide valuable skill sets and professional experience that will complement board governance.

Jason Espenson grew up on a dairy farm near Bingham Lake, Minnesota. He graduated from Windom Public High School and attained an Agriculture Marketing degree from the University of Minnesota. That same year, Jason married his wife, Cindy. They moved to York, Nebraska, where he started his career as an Agronomist with Pioneer. After moving back to Minnesota, Jason began working in sales at Bargen Inc. in Mountain Lake. Jason and Cindy finally settled at Fish Lake near Windom and in 2006, he landed a position at Phillips Agency in Jackson as a Crop Insurance Agent. In 2015, Jason purchased Phillips Agency and changed the name to Prairie Country Crop Insurance and continues to use his expert skills as a Sales Agent and business owner. Jason and Cindy have two children; their son, Alex, will be a senior and their daughter, Elliot, a sophomore in 2021.

Jason was on the Fish Lake Association Board for nine years, which included the time period when the current wastewater system was funded, designed and built by ILRW. Jason enjoys farming with his brother, as well as staying active with water sports; including skiing, surfing and paddle boarding. He is currently on the Christiania Township Board and is the Assistant Varsity Coach for the Windom High School Hockey Team. Go Eagles!



NOMINEE JENNIFER SIEVERT



Jennifer Sievert grew up in Lohrville, Iowa. She went on to earn a Criminal Justice/Corrections degree in the ILCC Criminal Justice Program while starting her full-time career mentoring youth as a counselor at Forest Ridge. In 1989, she married her husband Jeff Sievert. They had their first born, Dylan, in 1991, who is now a licensed CPA and married his wife, Taylor in 2018. Jeff and Jennifer also have twin daughters, Allie and Casey. Allie is a Speech Language Pathologist in Minneapolis and Casey is a recent graduate of the University of Iowa College of Law.

After earning a Criminal Justice/Corrections degree, Jennifer furthered her education and obtained a Human Services and Psychology degree from Buena Vista University. She has lived in Estherville for 35 years and has been the Executive Director of Forest Ridge Youth Services since 1999; an impressive 33 years. Forest Ridge Youth Services provides at-risk young ladies a safe, supportive environment to develop emotionally and socially. Jennifer has also had the opportunity to serve on many statewide committees such as; President of the Coalition for Family and Children's Services in Iowa, Member of the Child Welfare Advisory Committee, Member of the Child Welfare Partnership Committee and a Member of Juvenile Reentry Task Force.

LETTER TO OUTGOING BOARD MEMBERS, RICH JORDET & KERRY BROWN



Dear Rich and Kerry,

On behalf of myself and the Board of Directors, we would like to take this opportunity to express our sincere gratitude for the six years of dedicated service as an Iowa Lakes Regional Water Board Director.

Most have no idea what it takes to be involved with a dynamic regional water system, like ILRW. We thank you for your perseverance and critical insight into the issues guiding the water district, as well as the support of our vision for the future.

It has been a pleasure to work with you and you will certainly be missed!

Sincerely,
Randall Van Dyke, CEO



BOARD OF DIRECTOR ELECTION



Ballot must be received by 12:00 PM on Thursday, July 23rd to be eligible to win a...

Apple iPad



2020 Proxy Prize

**YOU DO NOT NEED
TO BE PRESENT TO WIN!**

Board of Directors Nominees

2 Board positions are available. PLEASE VOTE FOR 2 PERSONS.

☐

JENNIFER SIEVERT

☐

Write-In

☐

JASON ESPENSON

☐

Write-In

BOARD MEMBER ELECTION

Please print. Your name, account number and signature must be present and legible on the ballot to be eligible to vote and be entered for the proxy prize drawing.

I, _____ (name), a participating member of Iowa Lakes Regional Water, Account number, _____, appoint the Secretary of the Iowa Lakes Regional Water Board of Directors, as my Proxy, to cast my vote for election of directors for the persons designated above, and to vote on all other matters that may properly come before the meeting on July 23, 2020. This appointment confers all power and authority that I would possess if personally present.

MEMBER SIGNATURE _____

RSVP for Annual Meeting

☐

Yes, I plan to attend
(✓ Choose one)

____ IN PERSON
*GUEST COUNT _____

____ VIDEO

____ PHONE

☐

No, I will not be attending
the 2020 ILRW Annual Meeting

ILRW USE ONLY

For completion by Secretary's Designee

Membership Valid: ____ Yes ____ No

Membership Account Number: _____

MAIL TO: ILRW, PO BOX 555, SPENCER, IA 51301

BILL PAYMENT OPTIONS

Due to COVID-19, ILRW is taking safety precautions to implement social distancing as much as possible to protect both the safety of our members and our employees.

Therefore, we will continue to recommend to the public to utilize other means for paying your bill. You may still reach us by phone at 712-262-8847. Our member services team is working diligently to ensure your water service needs are met, while implementing social distancing.

We appreciate your collaboration and continued support.

If you need to make a payment, you can use the following methods:

- **DROP BOX:** Payment drop box is located inside the vestibule at 1301 38th Avenue West, Spencer
- **PAY ONLINE:** Pay with a credit/debit card using ePay
- **AUTO PAY:** Sign Up for Automatic Clearing House (ACH) payments
- **MAIL:** Send payment to ILRW, PO Box 555, Spencer, IA 51301-0555

**ALL OF THESE OPTIONS CAN BE FOUND AT <http://www.ilrw.org/makepayment.html>
(IN THE CUSTOMER SERVICE SECTION)**



HAS YOUR FACILITY BEEN CLOSED FOR A FEW WEEKS? FLUSH THE WATER PIPES

If your business or residence has been closed or idle for weeks, ILRW encourages you to follow these five easy steps to flush your water lines. Flushing water lines is an easy way to help maintain water quality by moving the older water out and allowing fresh water in. *Remember: After water flows through the meter, it is the responsibility of the owner to maintain water quality and provide payment.*

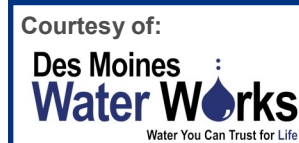
- 1 DISCONNECT** or bypass any entry point and point of use treatment equipment e.g., filters or softeners and remove faucet aerators.
- 2 FLUSH** the service line first by locating and opening several cold water faucets closest to the water line point of entry (meter) and allow to run for a minimum of 15 minutes. Next, open the remaining cold water faucets in succession and flush for a minimum of 8 minutes each.
- 3 FLUSH** all appliances that use water. Run an empty load in the dishwasher, let the water flow through drinking water fountains and kitchen sink sprayers. Empty the ice from the ice maker bin, run and discard two additional batches of ice.
- 4 FLUSH** all toilets, spas and water features like fountains. Follow manufacturer's instructions on filter replacement.
- 5 INCREASE** the temperature in the hot water heater to its highest setting and wait 30 minutes. Next, starting with the faucet closest to the water heater, open all hot water faucets in succession and run for 8 minutes. Repeat until hot water is depleted.

NEXT:

- Replace filters or service equipment according to manufacturer's instructions once flushing is complete.
- Remember to turn off all faucets and reset the water heater.

These are general guidelines for smaller simple building plumbing systems. For more specific guidelines for large or multi story buildings with complex plumbing systems refer to the following links:

- <https://www.iapmo.org/media/23575/flushing-stagnant-plumbing-systems.pdf>
- <https://engineering.purdue.edu/PlumbingSafety/resources/flushing-plans>
- <https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>





I PLEDGE TO:

- ⇒ Never compromise my own safety or the safety of my co-workers to get the job done
- ⇒ Actively look for hazards, promptly report them, and take appropriate action to warn others
- ⇒ Be a good safety role model for my friends and family, even when off the job

TAKE THE SAFETY PLEDGE AT SAFETY.NSC.ORG/SAFEATWORKPLEDGE



If you have a change in your contact information, please be sure to contact our office at 712-262-8847 to provide us new information! Accurate information must be available to notify you of important events such as:

- ▶ **Water Outages**
- ▶ **Abnormally High Usage**
- ▶ **Boil Advisories**
- ▶ **Delinquent Notices**

IF YOUR DAILY COMMUNICATION METHOD IS A CELL PHONE, WE NEED THAT NUMBER TO REACH YOU.

UPDATE YOUR RECORDS TODAY!

CONTACT Us

OFFICE HOURS

Monday—Friday
8 AM– 4PM

ADDRESS

1301 38TH AVENUE WEST
PO Box 555
SPENCER, IOWA 51301

PHONE NUMBER

712-262-8847

FAX NUMBER

712-262-8241

WEBSITE

www.ilrw.org



BIOFILM in the HOME "Point of Use Protection"

Biofilm can develop at the "point of use" such as a sink, shower or toilet and resembles a black or dark slime. Generally home biofilm development can easily be seen on surfaces.



Disinfecting "point of use" surfaces with available disinfection products can help homeowners control biofilm growth. A spray bottle with a combination of water and bleach (100:1) can also be helpful with biofilm control. Be careful to use only the standard household ratio of tap water to bleach of 100:1. It is important to note that combining bleach with limonene (found in many household cleaners) can form toxic fumes.

Always consult fixture manufacturers before using bleach and be sure to wear proper eye protection and gloves.