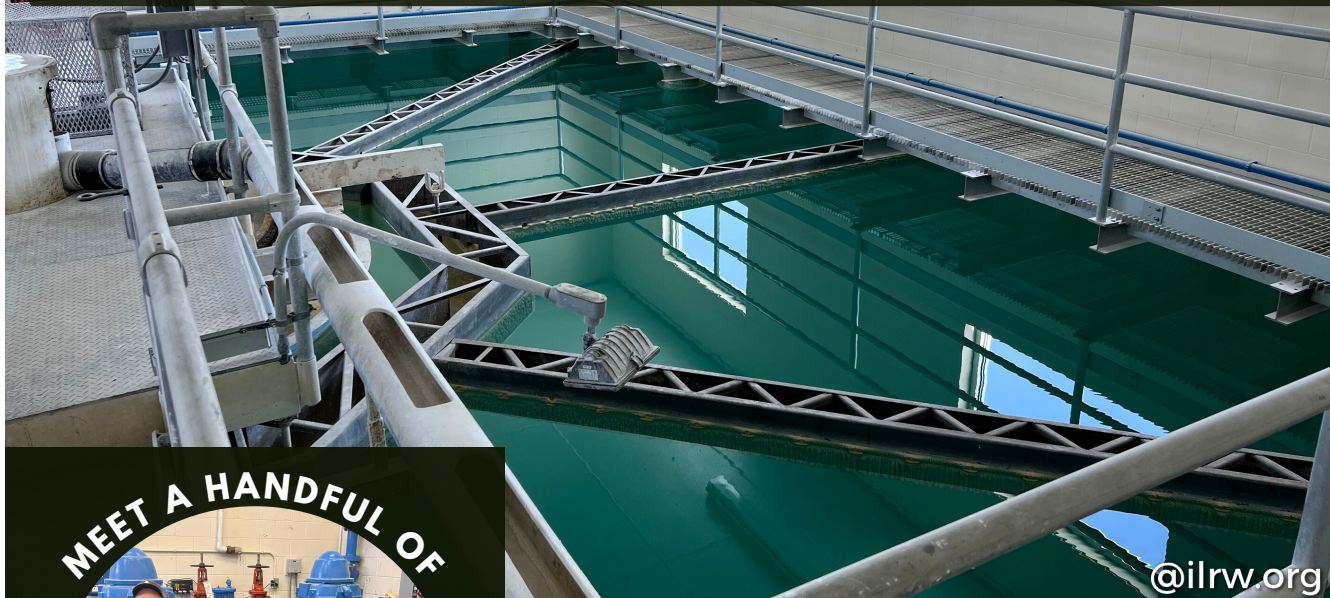


# Iowa Lakes Regional Water

March 2023 Newsletter



MEET A HANDFUL OF

ERIK JOHNSON

KURT CHEEVERS

ADAM JOHNSON

AUSTIN JOHNSON

LOUIS DEHRKOOP

ILRW OPERATORS

## WATER SOFTNESS

The typical softness for ILRW's rural water is 7-10 grains per gallon. During maintenance, you may experience harder water for brief periods. This may increase residue on items such as plumbing fixtures, appliances, and dishes. During this period, your water will continue to be safe for consumption.

*Thank you for your patience!*

## TREATMENT PLANT MAINTENANCE

In a continuing effort to provide high quality drinking water, on March 26, 2023, the annual maintenance of the Clay treatment plant facility will begin for approximately one week as recommended by the U.S. Environmental Protection Agency and Iowa Department of Natural Resources. It is during this annual event that we have an opportunity to clean and inspect water softening equipment that is normally submerged under 150,000 gallons of water. The water being produced during this period of maintenance will continue to meet all federal and state water quality standards and is completely safe to drink. We appreciate your patience and understanding.



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## WHAT'S THE VALUE OF WATER?

Without clean water, soccer uniforms would never make it through the season.

Most of us never think about how clean water gets to us or where our dirty water goes. Luckily, we don't have to. Pumps, treatment plants, and pipes bring us clean water and carry our wastewater away.

But here's a dirty secret about our water systems. They're aging. They need investment so they can continue to deliver life's most precious resource. All day, every day.

Water - Essential. Reliable. Invaluable.

Learn how water works for you. Visit [TheValueofWater.org](http://TheValueofWater.org).

Iowa Lakes  
REGIONAL WATER

#ValueWater

Value of Water  
COALITION

\$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

Value of Water  
COALITION

[thevalueofwater.org](http://thevalueofwater.org)

Presented in cooperation with the Value of Water coalition

*"It's tough to know the value of water until it's gone."*  
Former U.S. Sen. Mark Udall

With the additional Osgood water treatment plant, ILRW is able to confidently provide solutions to the communities of Mallard, Linn Grove and Orleans for reliably safe drinking water without compromising the existing system's water needs.

### HOW DOES EXPANSION HELP ME?

Increased capacity of the system allows for expansion and growth in membership. Increased membership spreads the costs of treatment, operations and maintenance among many and not just a few.

### HOW CAN I HELP?

- Encourage neighbors to sign up
- Sign easements when needed
- Spread the word

QUESTIONS? CALL 1-712-262-8847



## THE CEO'S MESSAGE

BY BRAD VEIT

As we start 2023, I want to acknowledge the extraordinary dedication of all of our staff. If it wasn't for them, Iowa Lakes Regional Water could not provide the excellent quality product and service you receive.

This year, the Board of Directors hired DGR Engineering to perform a water rate study analysis with the purpose of confirming that adequate revenues are being collected to meet the long-term financial health requirements of the District and that the current rate structure is allocating those revenues equitably. We look forward to sharing the results of the study upon its conclusion.

**"FINALLY, I WOULD LIKE TO THANK ALL OF OUR MEMBERS FOR YOUR CONTINUED SUPPORT AND THE OPPORTUNITY TO SERVE AS YOUR REGIONAL WATER PROVIDER."**

*Brad Veit*  
CEO



Pay  
Your  
Way

xpress  
BILL PAY

Pay your bills using  
the mobile app from  
Xpress Bill Pay!

Now available for both  
Android and iPhone.

Scan QR code to  
download the app to  
your device.

xpress  
BILL PAY



## METER PIT ACCESS

Meter pits should be accessed only by ILRW service technicians, as ILRW's water system property. Customers, contractors or plumbers should not attempt to access a meter pit. Doing so can be dangerous and your safety is important to us. Damage to equipment can also easily occur, resulting in costly repairs.

Please keep all obstructions, such as decking, landscaping and debris, clear of the meter pit at all times. Keeping meter pits accessible to our staff at all times is extremely important. Thank you for your cooperation.



DO'S



DON'TS



DO report broken  
lids or damage



DON'T allow others to  
access meter pits on  
your property



DO keep area clean  
for accessibility



DON'T build or plant  
over meter pits



DO notify us of  
suspicious activity



DON'T attempt to  
access meter pits  
yourself

WE APPRECIATE YOUR HELP  
IN KEEPING EVERYONE SAFE!

Thank You

## SPRING RECONNECT PROGRAM

*SPRING IS COMING!*

**Reminder:** Customers can schedule to reconnect their water service today! As long as a 24-hour notice is provided, customers can pick which day works best for them!

**Rates:** Regularly scheduled appointments are \$40.00. Spring reconnection fees were paid last fall so there is no fee due in the spring, with the exception of emergency or after-hours/weekend appointments. See below.

**Convenience:** Emergency appointments can also be scheduled any time, any day! Appointments scheduled without a 24-hour notice are \$75.00 and after-hours/weekend appointments are \$150.00.

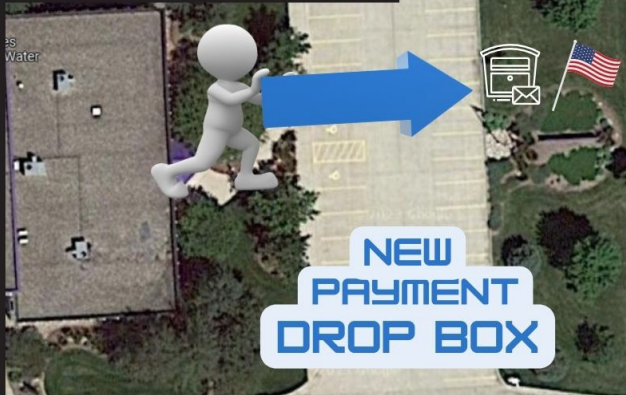
TO SCHEDULE AN APPOINTMENT  
CALL OUR MEMBER SERVICES TEAM  
AT 712-262-8847



EMERGENCIES

Call 1-877-262-8847

3



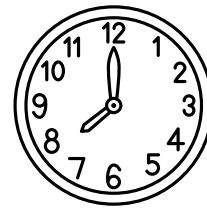
**SAFETY**

**RELIABILITY**

**INTEGRITY**

**COMMUNICATION**

**ECONOMICAL**



## OFFICE HOURS

MONDAY-FRIDAY

8 AM - 4 PM

Find us on

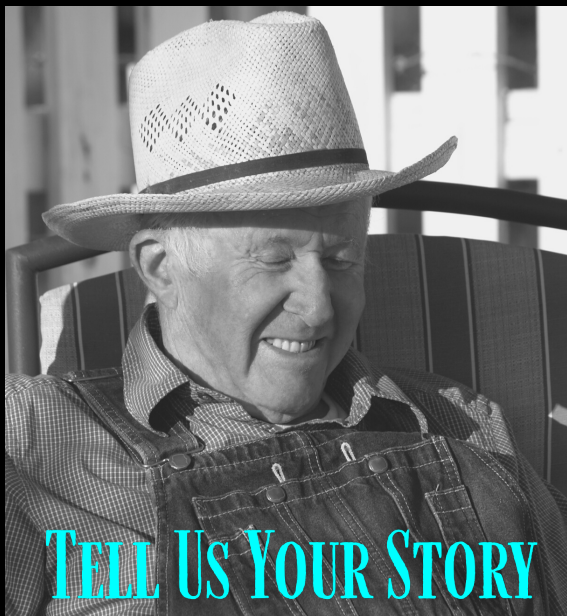
## IOWA LAKES REGIONAL WATER

1301 38TH AVENUE WEST  
SPENCER, IOWA 51301

[www.ilrw.org](http://www.ilrw.org)



712-262-8847



Do you remember a time when you  
had to worry about water?

- water availability
- sharing bath water
- no water when power is out
- hauling water
- unsafe water
- hardwater



EMAIL YOUR STORY TO:  
[member.services@ilrw.org](mailto:member.services@ilrw.org)



## UPCOMING EVENTS



- ✓ **MARCH 4TH** FAMILY FEST
- ✓ **JUNE 10TH** FLAGFEST PARADE
- ✓ **JULY 26TH** ILRW ANNUAL MEETING
- ✓ **AUGUST 12TH** OKOBOJI BLUEWATER FESTIVAL
- ✓ **OCTOBER 19TH** IMAGINE A DAY WITHOUT WATER

**QUESTIONS? CALL 712-262-8847**

[WWW.ILRW.ORG](http://WWW.ILRW.ORG)