

IOWA LAKES REGIONAL WATER

FALL 2020 NEWSLETTER

ANNUAL MEETING RECAP

Thank you to our members who could join us for our 42nd Annual Meeting. If you couldn't make it, here is a recap of what you missed!

As is customary, the night began with a grilled dinner, followed by drawings for some incredible door prizes provided by our vendors.

The meeting kicked off with virtual presentations from the offices of Senators Chuck Grassley, Joni Ernst, Zach Whiting, as well as Governor Kim Reynolds.

Next, an independent audit review was presented by Winther Stave and Company's, David Schmidt. Staff showcased the many accomplishments recognized in 2019, such as developments of the Loon Lake wastewater project, progress on the Osgood Water Source Development Project (more details on page 3) and recent improvements at the City of Gruver Lift Station funded by FEMA. Highlights also included awards received in 2019 and ILRW involvement in making a positive impact to the water and wastewater industries. The Department of Labor's prestigious Platinum Medallion award was presented to ILRW in November for

our veteran hiring and retention practices! In addition, the Iowa Department of Public Health presented ILRW another Water Fluoridation Quality award from the CDC, for maintaining consistent levels of fluoride throughout 2018. Test result records for 2019 assure continued recognition for consistent quality!

As we took the opportunity to thank outgoing board members, Rich Jordet and Kerry Brown for their service, the members then voted in new Board Members, Jason Espenson of Fish Lake, and Jennifer Sievert of Estherville.

Lastly, a special achievement award was presented to CEO, Randy Van Dyke, for his 40 years of excellent service to the rural water industry and ILRW! Randy's vision has been the driving force behind ILRW expansion and its mission to bring quality water to you!

To conclude the Annual Meeting, the proxy prize drawing was held for a brand new Apple iPad. The lucky winners were Rick and Kerrie



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And the
Winners
are...



"Thank you, thank you, thank you!! We love our new iPad & can't truly express our excitement & gratitude."

The Baishs



www.ilrw.org

Important Updates

Service Call Fees

Reactivation Fees

- During business hours \$75.00
- After-business hours \$150.00

BUSINESS HOURS
8:00 AM - 4:00 PM
MONDAY - FRIDAY
(EXCEPT HOLIDAYS)

Service Call Fees

- During business hours \$50.00/hour (plus mileage)
- After business hours \$100.00/hour (plus mileage)

Winter/Spring Connection Fee

- During business hours with 24-hour notice \$40.00
- During business hours without 24-hour notice \$115.00
- After business hours \$150.00

*For a more comprehensive look at service call fees,
please visit our website at www.ilrw.org*



THE VALUE OF WATER



\$5.71

Average cost
of a Big Mac®
value meal

\$3.50

Average daily
cost of ILRW
water



Big Mac® is a registered trademark of McDonald's Corporation. McDonald's Corporation does not endorse or sponsor this material.

Sources: Economist.com

HOLIDAY HOURS OFFICE CLOSED

Thanksgiving
November 26th & 27th
Christmas
December 25th
New Year's Day
January 1st



2020

SEASONAL DISCONNECT PROGRAM



Enjoy the peace of mind in knowing your seasonal property will not suffer damage due to frozen pipes this winter!

This program allows our seasonal customers to disconnect and reconnect their water service for a small fee of \$40.00. The fee includes both disconnection in the winter and reconnection in the spring.

Minimum monthly billing continues during seasonal disconnection, as noted within the signed service agreement and required by Board policy.

Winterizing a dwelling is the responsibility of the property owner. Our recommendation is that once the service has been disconnected, a professional plumber clears the service line of any remaining water.

A 24 hour notice is required for scheduling purposes although you may schedule without 24 hour notice for an additional \$75.00.

Please call our office at 712-262-8847 to schedule your appointment.

COMING SOON!

Your Member Services department has been listening to you over the years and has collected a comprehensive inventory of your customer needs (and wants) in a billing system and online customer portal.

ILRW is excited to announce that we are currently in the research phase for a new billing program and look forward to providing you with a more streamlined, customer-friendly and technologically advanced option!

STAY TUNED!



See page 4 for GIVEAWAY details!

A SPOTLIGHT ON OSGOOD

ABOUT THE PROJECT

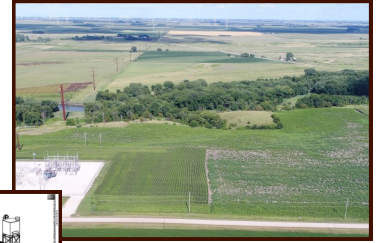
The Osgood Water Source Development Project includes the development of a water treatment plant (WTP) and well fields along the west fork of the Des Moines River, north of Emmetsburg, IA. The state of the art WTP will utilize reverse osmosis and pressure sand filter technology for treatment. The Iowa Department of Natural Resources reviewed and approved an independent pilot study completed by Harn RO and ILRW, confirming design parameters for the reverse osmosis system.

The WTP will be constructed in three phases, requiring two well fields located on the east side of the River. The North and Central Well Fields are scheduled to house nine production wells, with potential for a South Well Field at a later date. At final build out, the WTP will produce over 4.5 million gallons of safe drinking water per day.

Water will be delivered to the plant for treatment through the construction of approximately 2.5 miles of raw water pipeline.

An estimated nine miles of finished mainline will be installed to transport the treated water between the Osgood WTP and a Ground Storage Reservoir and booster pump station, where it will then be pumped into the existing distribution system, as well as potential future developments.

The increased capacity coming from the Osgood WTP will be able to provide over 16,000 additional rural families with SAFE, DEPENDABLE, QUALITY water that will serve generations to come. IRLW is committed to improving access to sustainable, safe drinking water!



BREAKING GROUND

PHASE ONE: Reverse Osmosis Water Plant , 4.5 MGD Plant (0.75 MGD 1st Phase), Filtered Backwash Ponds, Est. 2.5 Miles of Raw Pipe, Est. 9 Miles of Finished Pipe, 3 Wells, Ground Storage Reservoir, SCADA Controls

GROUND BREAKING CEREMONY - SEPTEMBER 24th

While work is already underway for the Osgood Water Source Development Project near Osgood, Iowa, a special USDA-Rural Development ground breaking ceremony was held on September 24, 2020.

Distinguished guests in attendance included:

- USDA RD DEPUTY UNDER SECRETARY OF RURAL DEVELOPMENT, BETTE BRAND AND STAFF
- USDA RD STATE DIRECTORS, GRANT MENKE (IA) AND JULIE GROSS (SD) AND STAFF
- USDA RD AREA DIRECTOR, CHRIS MERCER AND STAFF
- JACOB BOSSMAN, REGIONAL DIRECTOR FOR SENATOR GRASSLEY
- KOLBY DEWITT, REGIONAL DIRECTOR FOR SENATOR ERNST
- SENATOR ZACH WHITING
- REPRESENTATIVE MEGAN JONES
- IOWA DNR
- PROJECT ENGINEERS
- CONTRACTORS



"These investments equip communities like Osgood with the tools and resources they need to handle the unthinkable and unpredictable. When rural America thrives, all of America thrives"
USDA RD Deputy Under Secretary, Bette Brand



SPECIAL THANKS

CONTRIBUTORS

USDA-RD
CoBank
ARWO
DGR Engineering
ILRW
ILRW Members

CONTRACTORS

ILRW
John T. Jones Construction
Sargent Drilling
Great Plains Structures
Harn RO Systems, Inc.
Micro-Comm

\$12.2M

SOURCE
EXPANSION
PROJECT



4.5

MILLION
GALLONS OF
WATER PER DAY

40%

LIVESTOCK &
CONFINEMENT
USAGE



13 FUTURE
COMMUNITIES

FREE GIVEAWAY!!!

BE A WINNER!

SIMPLY PROVIDE THE ENTRY
BELOW TO BE ENTERED

DEADLINE: DECEMBER 1, 2020

*LIMIT ONE ENTRY PER CUSTOMER



CHOOSE BETWEEN:

- BRIGGS & STRATTON PORTABLE GENERATOR
- WAGNER LPG FIRE PIT
- DYSON HOT+COOL AIR PURIFYING FAN

ENTRIES MUST BE RECEIVED BY 12/01/2020

ENTER NOW FOR YOUR CHANCE TO WIN!

LIMIT 1 ENTRY PER CUSTOMER

MAIL TO:

ILRW
PO BOX 555
Spencer, IA 51301

DEADLINE 12/01/2020

*MUST BE COMPLETED

* NAME _____

* EMAIL _____

* CELL PHONE _____

* ACCOUNT _____

VALUING OUR VETERANS AT ILRW

Veterans come from all walks of life and backgrounds, and through their service have made an immeasurable contribution to our Nation. At Iowa Lakes Regional Water, we are fortunate that a considerable portion of our workforce are veterans. The military instills many traits and skills into those who serve and every day those characteristics are witnessed here at ILRW; teamwork, service to others, technical expertise, a diligent work ethic, and resolve amidst adversity, to name just a few. These individuals are a reflection of ILRW's inspiring principals of service, quality, respect and excellence. In 2019, the Department of Labor awarded the Platinum Medallion to ILRW at a special award ceremony in Washington, DC, commending our veteran hiring, training and retention practices. In honor of our veterans and yours, we'd like to say thank you for your service!



The average American
uses 17.2 gallons of
water every time they
shower.



Imagine a Day Without Water
October 21, 2020 | #ValueWater

IOWA LAKES REGIONAL WATER

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