

# IOWA LAKES REGIONAL WATER

FEBRUARY 2020

## WATER TREATMENT PLANT MAINTENANCE

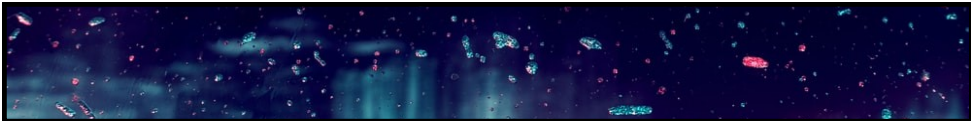
During the week of March 15th, ILRW will be performing scheduled annual maintenance on the water softening equipment at the treatment plant. Maintenance is expected to last one week.

Typical softness for your rural water is 7-10 grains per gallon. For a short period during the week of March 15th, you may experience harder water, which could increase residue on items around the house such as dishes, plumbing fixtures, etc. Despite these noticeable changes, the water will continue to be safe to drink.

WEEK OF  
MARCH 15TH

We will be working efficiently to complete the necessary maintenance in a timely manner and we do not anticipate any disruption in your water service. By performing the annual plant maintenance, the system can best perform and produce the great quality water you have come to enjoy. Your patience and understanding during this time is greatly appreciated.

For questions, contact our office at 712-262-8847.



### Inside this issue:

TREATMENT PLANT MAINTENANCE	1
2019 YEAR IN REVIEW	2
POLICY UPDATES	3
RATE ANNOUNCEMENT	3
BOARD CANDIDATE APPLICATIONS	3
EMPLOYEE SPOTLIGHT	4
CALENDAR OF EVENTS	4

### METER PITS & POSTS

#### PITS



Customers, contractors, and plumbers.....PLEASE stay out of meter pits as it can be dangerous, especially for children. Also, ILRW personnel have to be able to obtain entry to meter pits at all times, which means they should be free and clear of any obstructions such as decks, landscaping, etc.

#### POSTS



Customers may have posts in their yard that ILRW previously installed for your water service. These posts must remain in place for the operation of your service. If you need a post relocated, please contact our office at 712-262-8847.



THANK YOU FOR YOUR COOPERATION!

OUR STAFF IS AVAILABLE FOR EMERGENCIES 24 HOURS PER DAY 365 DAYS A YEAR!

# 2019 YEAR IN REVIEW

## NEWS from ARWO

### 2019 HIRE VETS MEDALLION AWARD



This past November, the U.S. Department of Labor presented ILRW with the 2019 Platinum Medallion award. The award was presented to 427 employers throughout the nation for recruiting, employing and retaining America's veterans.

*"The recipients of the 2019 Hire Vets Medallion Awards demonstrated a commitment to hiring veterans and helping them develop meaningful, long-term careers"*

U.S. Secretary of Labor  
Eugene Scalia

The Association of Regional Water Organizations is monitoring the **HOT TOPICS** of the water and wastewater industry. The significant terms frequently used are:

#### AGED INFRASTRUCTURE SUSTAINABILITY CONSOLIDATION

In previous newsletters, the focus was on Aged Infrastructure and Sustainability.

Today's focus is consolidation. In November 2019, industry professionals from across the globe gathered in Houston, Texas, for the American Water Summit to discuss the current challenges and potential solutions to partnerships with neighboring utilities. Federal, state, and local agencies, cities, rural water systems, and board members came together to discuss their piece of the puzzle from experiences in the industry, including funding challenges, quality and availability of water, and the decision makers pride. Thirty professionals took a position on the panel to discuss the enabling environment and the implementations. Members of ARWO, including individuals from Iowa, spoke on the panel on behalf of the Midwest.

There are currently over 52,000 water utilities in the United States. Of those water utilities, approximately 43,000

serve a population of less than 3,500. In comparison, there are 4,800 electric utilities and 3,000 natural gas utilities. Please note, the challenge of discussion isn't about the total number of utilities within an industry and searching for solutions to downsize the number of systems. The challenge is to reach out for collaboration and create partnerships to provide the people quality, safe, reliable drinking water they can trust and depend on for everyday needs. There are currently upwards of 3,000 systems throughout the United States with non-compliant systems with repeated violations. There are systems within Northwest Iowa and Southwest Minnesota who are included in this total. Searching for safe reliable water is becoming more difficult to find, and in some states, reuse is their current solution! By systems collaborating together, we can join resources and beat the future challenges of water availability, consumption, and safety. Iowa Lakes Regional Water has worked very hard to meet compliance regulatory standards, as well as provide safe reliable drinking water to our customers. This is also true for the environmental and health protection being met on the wastewater systems we operate.



**ONCE AGAIN ILRW  
WAS PRESENTED WITH A  
2018 WATER  
FLUORIDATION QUALITY AWARD  
FOR MAINTAINING A  
CONSISTENT LEVEL OF  
FLUORIDE IN THE WATER  
THROUGHOUT THE  
2018 YEAR**

## Don't Forget This Year's Policy Updates

- ✓ Activation Fees
- ✓ Service Call Fees

### Activation Fees

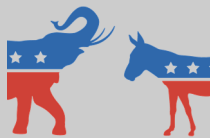
You may hear the new term "activation fee" used by our member services team this year. An activation fee of \$150 is due *per location* requesting water service.

### Service Call Fees

Effective April 1, 2020, the hourly service call rate, which has remained unchanged since 2015, will be increasing from \$45 per hour to \$50 per hour. Typical service call fees from other providers can range anywhere from \$50-\$150 per hour. ILRW is pleased that we can continue to provide our customers with quality service at a minimal cost.

#### Fourth Annual Value of Water Index

More than three in four Democrats and Republicans agree rebuilding America's infrastructure should be a top priority for the President and Congress this year



Value of Water  
CAMPAIGN

thevalueofwater.org

## CALLING FOR BOARD CANDIDATES

We are currently seeking two individuals to serve on the ILRW Board of Directors. Terms are three year periods and require participation in monthly board meetings, where governance, policy, and fiduciary responsibility takes place.

Board members receive unique opportunities to participate in valuable educational experiences in the water and wastewater industry.

**Qualifications:** A seat opening is available to Emmet County members. A second seat opening is available to sanitary sewer system members.

**Applications:** Provide a one to two page letter expressing your interest in serving on the board and mail to:

ILRW, PO Box 555, Spencer, IA 51301-0555

**Application deadline is March 31, 2020**

**APPLY NOW!**

## RATE ANNOUNCEMENT

EFFECTIVE APRIL 1, 2020



EACH YEAR, THE IOWA LAKES REGIONAL WATER BOARD OF DIRECTORS GATHER TO ANALYZE AND DETERMINE THE FISCAL NEEDS OF THE WATER SYSTEM. THIS REVIEW CONSISTS OF FINANCIAL OBLIGATIONS OF THE DISTRICT, OPERATION AND MAINTENANCE OF THE DISTRICT AND EMERGENCY RESPONSE SERVICES, IN ADDITION TO SIMPLY PROVIDING SAFE, RELIABLE DRINKING WATER.

THIS YEAR THE BOARD MET ON JANUARY 30, 2020, AND PASSED THE FY2021 WATER BUDGET ALONG WITH A SMALL RATE ADJUSTMENT. THE RATE ADJUSTMENT (SEE CHART BELOW), EFFECTIVE APRIL 1, 2020, WILL INCREASE THE COST OF THE FIRST THREE THOUSAND GALLONS ONLY A QUARTER PER THOUSAND GALLONS. FOR EXAMPLE, A FAMILY USING 3,000 GALLONS OF WATER PER MONTH WILL SEE A \$0.75 INCREASE ON THEIR MONTHLY BILLING STATEMENT. PLEASE NOTE THAT \$0.75 IS THE **MOST** ANY ONE CUSTOMER WILL SEE AS A RESULT OF THE RATE ADJUSTMENT.

OUR GOAL IS TO CONTINUE TO PROVIDE OUR MEMBERS A TRUSTED SOURCE OF QUALITY WATER FOR TODAY AND TOMORROW!

Usage	FY 2020 Rates	FY 2021 Rates	Difference
Monthly Minimum	\$54.59	\$54.59	\$0.00
Gallons 1,000 — 3,000	\$5.60	\$5.85	\$0.25 per 1,000



## INFORMATION TECHNOLOGY

### Employee Spotlight

As the days of paper files and cabinets fade away and new data storage technology arises, Management Information Systems (MIS) and cyber security become integral facets of our long-term strategies here at ILRW. Behind the scenes, we have the benefit of a great power team who keep our systems operating safely and efficiently.

Recruited in 2018 directly from college, Tori Crampton moved to Spencer from her home town of Fort Dodge, Iowa. Tori recently purchased her first home in the area and is excited to lay down roots in NW Iowa. Tori enjoys the daily challenges of IT and thrives under pressure.

More recently, ILRW welcomed Rob Long, an expert in security and information systems. Originally from Missouri, Rob moved to Spencer in 2009. He is passionate about IT and when he isn't working he loves fishing and spending time with his wife and young son.

As ILRW is a critical service provider, these two get the opportunity to work directly with the Department of Homeland Security CISA division.



**TORI CRAMPTON AND ROB LONG, IT/SECURITY**

## CALENDAR *of* EVENTS

**MARCH  
7TH**

### FAMILY FEST

Clay County  
Events Center  
800 W 18th St  
Spencer

**JULY  
23RD**

### ILRW ANNUAL MEETING

District Office  
1301 38th Ave W  
Spencer  
6:00 PM

**JUNE  
13TH**

### FLAGFEST PARADE

Spencer, IA  
11:00 AM

**AUG  
8TH**

### OKOBOJI BLUE WATER FESTIVAL

Preservation  
Plaza  
Arnolds Park

**Week of  
JULY 12th  
& 19th**

### IOWA RIDES & RAGBRAI

ILRW Water  
Stations will be  
set up along  
routes

**OCT  
21ST**

### IMAGINE A DAY WITHOUT WATER

Once a year,  
we ask you to  
imagine life  
without  
access to  
clean, safe  
water



Iowa Lakes Regional Water  
1301 38th Avenue West  
PO Box 555  
Spencer, IA 51301-0555

Phone: 712-262-8847  
Fax: 712-262-8241  
[www.ilrw.org](http://www.ilrw.org)

EMPLOYMENT OPPORTUNITIES  
AVAILABLE FOR 2020  
CONSTRUCTION.  
APPLY TODAY!

*Iowa Lakes Regional Water  
is an Equal Opportunity  
Provider and Employer.*



UNITING COMMUNITIES ACROSS IOWA TO  
ENSURE MUTUAL AID IN TIMES OF NEED.

IOWA LAKES REGIONAL WATER IS A MEMBER OF IOWARN