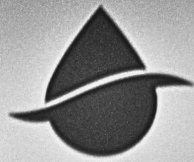


FALL 2024

# IOWA LAKES REGIONAL WATER NEWSLETTER



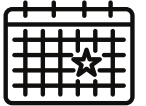
## Core Values

SAFETY  
INTEGRITY  
RELIABILITY  
ECONOMICAL  
COMMUNICATION

### UPCOMING EVENTS

#### MARK YOUR CALENDARS!

- AUGUST 10 - BLUE WATER FESTIVAL
- AUGUST 25 - WORLD WATER WEEK
- OCTOBER 2 - HEALTHIEST STATE ANNUAL WALK
- OCTOBER 17 - IMAGINE A DAY WITHOUT WATER



LIKE US ON FACEBOOK FOR FUTURE UPDATES!

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GENERAL INFORMATION

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RATE ADJUSTMENT  
(CONTINUED)

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EMPLOYEE SPOTLIGHTS

#### HOLIDAY HOURS:

##### OFFICE CLOSED

Independence Day  
July 4th

Labor Day  
September 2nd

Thanksgiving  
November 28th &  
29th

Christmas Day  
December 25th

New Year's Day  
January 1st

Staff Available  
24/7/365!

#### BUSINESS HOURS:

Monday - Friday  
8:00 AM      4:00 PM



to



Saturday & Sunday  
CLOSED

712-262-8847

1301 38th Avenue West

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

[member.services@ilrw.org](mailto:member.services@ilrw.org)



ILRW  
PO Box 555  
Spencer, IA 51301

# ANNUAL MEETING HIGHLIGHTS

On July 30th, ILRW welcomed over 90 members and their families to our 46th Annual Membership Meeting. The night provided an opportunity for members to come together for both business and fun! Clay County Cattlemen grilled burgers on-site and many lucky guests won door prizes donated by our supporting vendors. (listed below) Entertainment at the beginning of the evening was provided by Jessica Schable. Winther, Stave & Company provided the final fiscal year 2024 financial audit report to the members. CEO Brad Veit presented the manager's report, including the District's upcoming strategic goals on the infrastructure, financials, growth, and to rebuild social relationships through communication efforts. He also released the upcoming water rate adjustment effective September 2024 (see pages 3 & 4) and announced the fiscal year 2025 budget. The meeting included the results of the Board of Director's election, Adam Batschelet and Janeen Ruby were elected to serve their first term. The evening concluded with the drawing of Dave & Carol Lind of Spirit Lake, Iowa, as the proxy prize winners for the Traeger Wood Pellet Grill Smoker.



*Congratulations!*

## SUPPORTING VENDORS:

*A special thanks to...*



# NOTICE

# 2024 WATER RATE ADJUSTMENT

ILRW announced the 2024 water rate adjustment at the 46th Annual Members' Meeting to take effect in September 2024.

This year, ILRW and DGR Engineering focused valuable time analyzing the current water rate structure, along with our long-term goals. The new water rates ensure that Iowa Lakes Regional Water can provide continuous service and great quality water while maintaining compliance today and into the future. It is crucial to prioritize vital infrastructure improvements as well.

We are planning to implement a phased approach to merge the rate structure from 6 tiers into 4 tiers over time. The monthly minimum will remain unchanged at \$54.59 per month (excluding the Water Service Line Protection Plan or Water Excise Tax). New rates will be implemented September 2024.

## Current water rates:

- 1,000 - 3,000 gallons per month**  
*\$6.25 per 1,000 gallons*
- 4,000 - 5,000 gallons per month**  
*\$11.00 per 1,000 gallons*
- 6,000 - 10,000 gallons per month**  
*\$10.60 per 1,000 gallons*
- 11,000 - 20,000 per month**  
*\$8.50 per 1,000 gallons*
- 21,000 - 50,000 per month**  
*\$6.50 per 1,000 gallons*
- Over 50,000 gallons per month**  
*\$5.60 per 1,000 gallons*

## New water rates implementing September 2024:

- 1,000 - 3,000 gallons per month**  
*\$6.25 per 1,000 gallons (No change)*
- 4,000 - 10,000 gallons per month**  
*\$11.00 per 1,000 gallons  
(No change 4,000-5,000)  
(\$0.40 per 1,000 gallon rate change 6,000-10,000)*
- 11,000 - 20,000 gallons per month**  
*\$8.50 per 1,000 gallons (No change)*
- 21,000 - 50,000 gallons per month**  
*\$7.50 per 1,000 gallons  
(\$1.00 per 1,000 gallon rate change)*
- Over 50,000 gallons per month**  
*\$5.75 per 1,000 gallons  
(\$0.15 per 1,000 gallon rate change)*

**FUN FACT!** Let's compare a gallon to a gallon...

The average ILRW water customer uses 2,000 gallons per month. The cost is \$67.09 per month. This equates to \$0.022 per gallon!

The value is clear compared to a gallon of water at \$1.22 or a gallon of milk at \$2.85 from the grocery store.

(continued on Page 4)

# 2024 WATER RATE ADJUSTMENT

(CONTINUED)

Save money with these tips and tools to help you reduce consumption and conserve!

<https://www.allianceforwaterefficiency.org/water-saving-tips>

[https://thewaterproject.org/water\\_conservation\\_tips](https://thewaterproject.org/water_conservation_tips)



SAVE

**W**-ASH LAUNDRY AND DISHES IN FULL LOADS

**A**-LWAYS BE MINDFUL OF RUNNING WATER

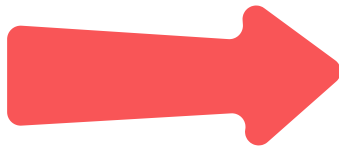
**T**-AKE SHORTER SHOWERS

**E**-LIMINATE LEAKS

**R**-EDUCE THE FLOW OF TOILETS, FAUCETS, AND SHOWERHEADS

**AUTOPAY SAVES YOU  
ON POSTAGE AND  
POTENTIAL LATE FEES!**

**SIGN UP TODAY!**



## **AUTOMATIC** *Withdrawal*

Iowa Lakes  
Regional Water

- Complete a form and return it with a voided check (located on our website [ilrw.org](http://ilrw.org) or requested via phone)
- Withdraws on due date (or the next business day) if due date falls on a weekend or holiday
- Works with bank account only, NO credit or debit cards
- Zero additional fees!

**VS.** **Xpress Bill Pay**

- Online sign up through [xpressbillpay.com](http://xpressbillpay.com)
- Withdraws monthly on any date you choose
- Works with bank account OR credit/debit cards
- Convenience fees apply (\$1.49/check and \$3.50/card) per transaction

Safety is our highest priority. It's not just a core value; it's at the center of everything we do. Every decision we make is guided by our commitment to safety. Our employees work hard every day to deliver on our promise of reliable water and quality service with integrity. Safety, customer satisfaction, comfort, and communication are the principles behind the path leading us forward. ILRW is your dependable source of quality, reliability, convenience, and sustainability!

We appreciate the trust you have placed in us, and we are dedicated to maintaining our high standards. If you have any questions, contact our Member Services Team at (712)-262-8847.

*We are always happy to hear from you!*



Southern Clay County creek crossing

# 2024 FLOODING

Iowa Lakes Regional Water would like to express our gratitude to our crews for their dedication and sacrifice in supporting our customers during this challenging time. Before the flooding on June 22nd, our crews were already working around the clock to monitor sewer systems and ensure their proper function (pictured right). They handled service calls with patience and understanding of our customers. The flood washed away a 6-inch creek crossing in Southern Clay County (pictured left), leaving about 90 customers without water for 5 days. As soon as possible, we began construction to re-drill a new pipeline to connect to the existing pipes on both sides in order to restore the water supply. We plan to apply for Federal Assistance and hope to be reimbursed for these expenses.

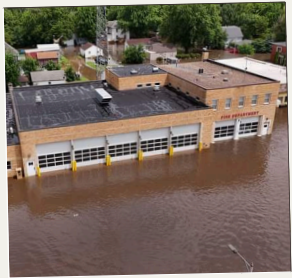
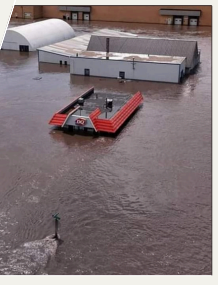
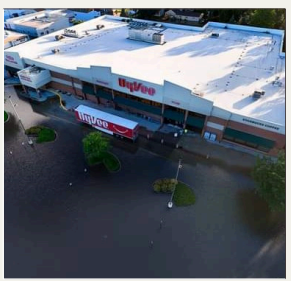
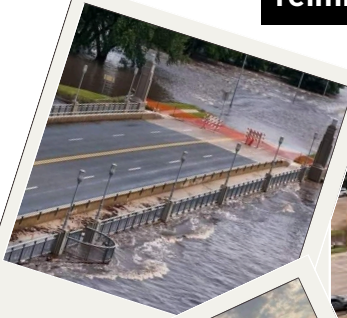


Southern Clay County creek crossing repair



Gruver Lift Station

## SPENGER STRONG



Photos by Eric Johannsen

# EMPLOYEE SPOTLIGHTS



**Samantha Caven**  
Member Services Rep

ILRW would like to introduce Samantha Caven, the newest addition to the Member Services team! Her career with Iowa Lakes Regional Water began at the beginning of this year. She is one of the lovely gals who takes your calls.

In her own words, *“Working at Iowa Lakes Regional Water has been a breath of fresh air. I feel like a valued member of a team who works together and respects each other. There hasn’t been a day yet that I haven’t been happy to come into work. I’m thankful every day for this job and the people it has brought into my life.”*

Samantha resides in Spencer and is a devoted dog mom to her 10 year old German Shorthair, Lily Jo.

She is also a very proud Aunt that loves making memories with her four nieces and four nephews.

Outside of work she enjoys nature walks, Crossfit training, and snuggling up with her dog to watch movies.

She is a die hard Iowa State fan, cheering them on in basketball and football.



**Adam Kuester**  
GIS Technician

Iowa Lakes Regional Water would like to recognize Adam Kuester, our GIS Technician. He is responsible for collecting and compiling data through GPS technology and making it available on the ILRW mapping database. These maps are used for a variety of purposes throughout our company.

His extensive knowledge of both the operations and construction side of our business makes him an extremely valuable resource for locating our water lines and ensuring the map of our distribution system is accurate. His attention to detail also makes him the perfect candidate to create asbuilts and permit maps.

He began his career with Iowa Lakes Regional Water in 2019.

Outside of work, Adam enjoys spending time with his 8 year old daughter, Kendall, kayaking and cheering on the Iowa Hawkeyes.

