



Annual Members Meeting

IOWA LAKES REGIONAL WATER

The ILRW Annual Members Meeting will be held on Wednesday, July 23, 2025, at our district office located at 1301 38th Avenue West in Spencer, Iowa. A meal will be provided beginning at 5:30 PM. The Iowa Pork Producers Association will be grilling and a variety of vendors have donated door prizes to be drawn around 6:45 PM. The business meeting will follow at 7:00 PM to include board election, manager's report, and an audit and financial report. There are two director positions available for election (see page 2 for the Nominating Committee Report). To vote, please complete and return the enclosed Proxy Ballot on page 5 by 12:00 PM on Wednesday, July 23, 2025. Election results will be announced at the end of the evening's events.



Abby Schmidt

ENTERTAINMENT PROVIDED BY:

Abby Schmidt, daughter of David and Dayna Schmidt, from Spencer, Iowa, is a Sophomore Elementary Education Major and Music Minor at Morningside University. Some of her past roles include Anya in *Anastasia*, Miss Honey in *Matilda*, and Jane Banks in *Mary Poppins*. She also performed at the Iowa High School Musical Theatre Awards as a Triple Threat and is a part of Morningside's top University Choir.

NOMINATING COMMITTEE REPORT

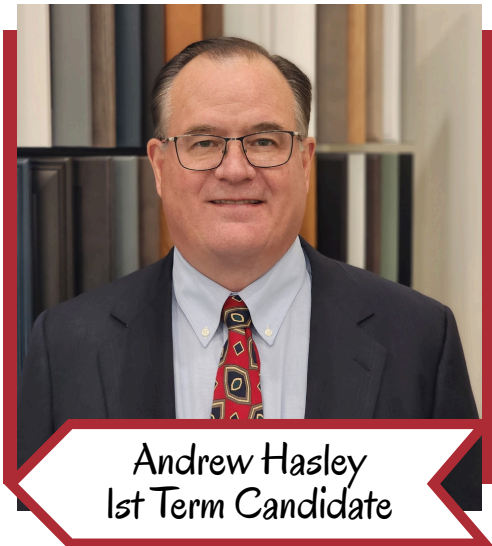
The ILRW Board of Directors has been dedicated to the progress and sustainability of the District since 1976. The Board of Directors elections is part of the Annual Members Meeting held in July. This year, the Nominating Committee proudly supports the election of Andrew Hasley to his first three-year term, as well as Rich Jordet's re-nomination to his third non consecutive three-year term, after previously fulfilling a vacant seat on the ILRW Board of Directors.

MEMBERS CAN VOTE BY PROXY ON PAGE 5

Andrew Hasley is a committed member of the community and understands the critical importance of safe, sustainable, and efficient water services. He is eager to contribute his perspective and skills to the Board. Andrew and his wife, Jeannette, live on an acreage Northeast of Spencer. They have three adult children and six grandchildren. Jeannette has been employed in the healthcare industry her entire career, mostly in Northwest Iowa, and currently enjoys her position at Cherokee Medical Center as a Nurse Practitioner and Midwife. Andrew has been employed by several Iowa companies/organizations throughout his career and is currently employed by P&H Cabinets, Inc. He also enjoys volunteering his time to Clay County Community Foundation, Spencer Hy-Noon Kiwanis, City of Spencer Ambassadors, and Rivers Edge.

With a background in general construction and his title as former Mayor of Sioux Rapids, Iowa, he has been fortunate to work on a few water improvement projects. During these roles, he gained experience in budgeting, infrastructure oversight, policy development, and community engagement. These skills will be valuable insights that align with the goals and responsibilities of an ILRW Board Member while supporting ILRW's mission. Beyond technical expertise, he is passionate about ensuring that water remains accessible, affordable, and managed with the future in mind. He welcomes the opportunity to engage in the Board's strategic planning and oversight efforts.

In his free time, Andrew enjoys spending time with his wife and family, attending their grandkids events, gardening, and catching a show at the local theater.



Andrew Hasley
1st Term Candidate

Rich Jordet has been enjoying retirement after 29 years with the Iowa DNR. He enjoys spending time hunting, fishing, and camping, in addition to coordinating numerous youth based activities such as youth trapshooting and outdoor days.

His education, alongside his love of the outdoors, provided him a great base for his career. Rich earned a BS degree in Wildlife Management from the University of Minnesota in 1977. He began his career as a Conservation Officer in Clinton County. In 1994, he transferred to Emmet and Kossuth Counties, then in 2003 he became the District Law Enforcement Supervisor for the Northwest District. For 12 years, he supervised 17 Conservation Officers and 10-15 Water Patrol Officers. The lakes area gave him a great deal of experience dealing with both controversial and political issues, as well as the environment.

Rich previously served on ILRW's Board of Directors and enjoyed contributing to the water and wastewater industry, as well as the community, so much that he offered to serve another term years later.

Rich and his wife, Nancy, have lived in the Wallingford area for over 31 years. They have two daughters and two grandsons.



Rich Jordet
1st Term Candidate

DIFFERENT WAYS TO PAY:

Paying your water bill has never been easier! We offer several convenient options to fit your schedule and preference:

- **In person:** Pay with cash, check, money order, or card* at our office located at:
1301 38th Avenue West in Spencer, Iowa
- **Online:** Securely pay by e-check* or card* anytime at: xpressbillpay.com
- **By phone:** Call us to pay with an e-check* or a card* over the phone at 712-262-8847
- **By mail:** Send a check or money order to our mailing address:
PO Box 555
Spencer, Iowa 51301

Choose a method that's most convenient for you - whether you're on the go or planning ahead!

***Convenience fees apply:**

E-check - \$1.49

Card - \$3.50



5 STEPS FOR SAFE DIGGING

Working on an outdoor project?
Always call 8-1-1 first, you never
know what's below.



• NOTIFY

Call 8-1-1 or make a request online two or three days before you start.
(Excluding weekends)



• WAIT

Wait the required time for a response to your request. Affected utilities will send a locator to mark any underground lines.
(may exclude private lines)



• CONFIRM

Confirm that all affected utilities have responded by comparing the markers to the list of utilities the 8-1-1 call center notified.



• RESPECT

Respect the markers provided by the affected utilities. They are your guide for the duration of your project.



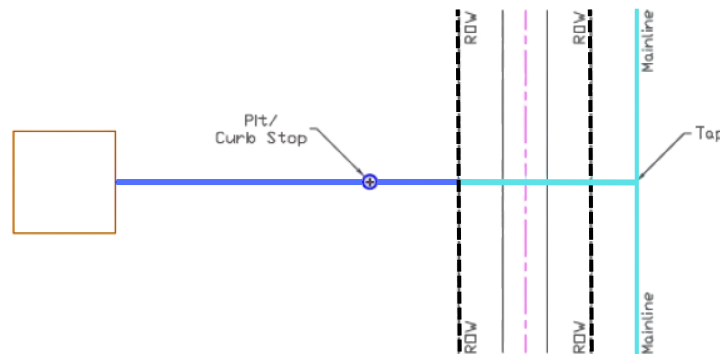
• DIG CAREFULLY

If you can't avoid digging near the markers (within 18-24 inches on all sides dependent upon state laws), consider moving your project.

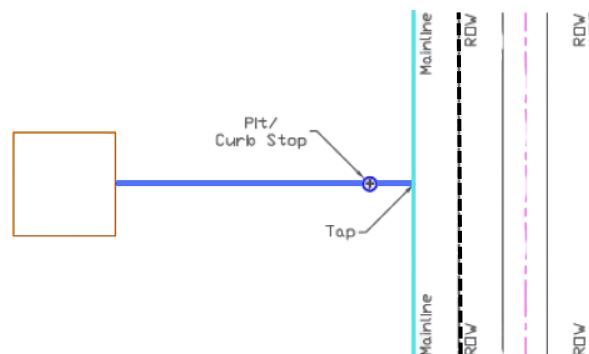
SERVICE LINE LOCATES

Service line locate responsibility, as well as service line ownership, starts and stops at the right of way. The service line from the mainline tap to the right of way is owned and maintained by ILRW, and the service line from the right of way to the house (or other structure) is owned and maintained by the homeowner. Upon request, ILRW will locate the private (homeowner) portion of the service line, if possible, though assumes no liability for any damages incurred due to incorrect marking.

Customer Responsibility of Service Line



*Meter pits are also owned and maintained by ILRW



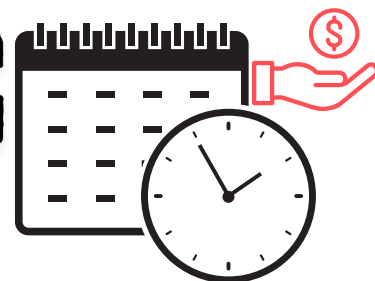
***In the event that the ROW cannot be clearly defined, the customer shall have responsibility of the service line all the way to the mainline ***

AUTOMATIC

Withdrawal

Iowa Lakes

Regional Water



VS.

Xpress Bill Pay

- Complete a form and return it with a voided check (located on our website 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!

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

METER PIT ACCESS

ILRW would like to remind customers that per our policy, only trained and certified ILRW personnel are allowed to access the meter pit. The meter pit is owned and maintained by ILRW. We strive to keep our customers and their contractors safe. Our service technicians are on-call 24 hours a day, 7 days a week. The emergency number can be obtained by calling our office and pressing 2 during the voicemail process.



DO report any damaged, broken or missing lids



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



DO keep area clean for accessibility



DON'T build or plant over meter pit



DO notify us of suspicious activity



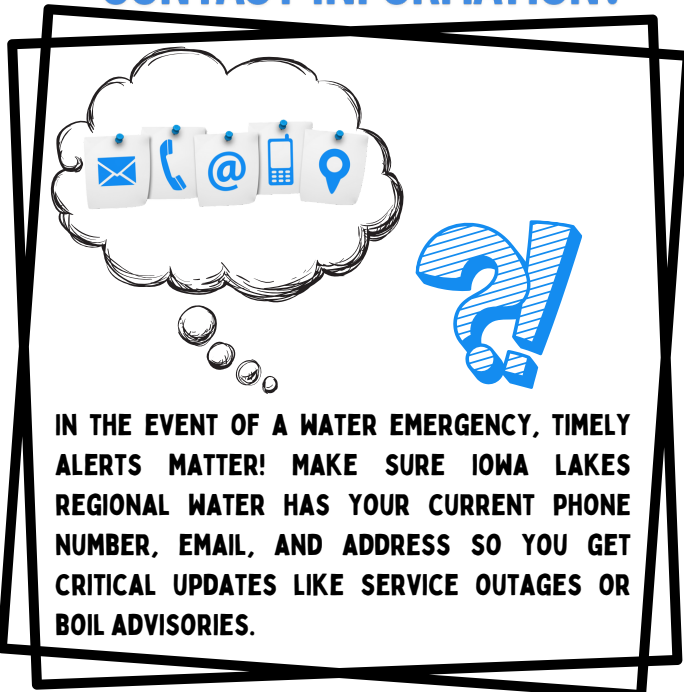
DON'T attempt to access meter pit yourself

YOUR COOPERATION IS APPRECIATED!

Thank you



NEED TO UPDATE CONTACT INFORMATION?



LOW WATER PRESSURE

Don't let low pressure bring your day to a drip - take action and get things flowing again!

Low water pressure is a common household issue. Luckily, it's often easy to fix once the cause is identified.

Q&A:

Is the issue throughout the home or narrowed down to one room or a single faucet?

- **Throughout the home:** Check the main shut off valve (located inside of your home) to confirm it is in proper working order, fully open, and leak free.
- **Narrowed down to one room:** Likely an internal issue, please consult a plumber.
- **A single faucet:** Clogged fixtures - unscrew faucet aerator or showerhead and clean out mineral buildup.

DID YOU KNOW?



ILRW has Operators available 24 hours a day, 7 days a week.

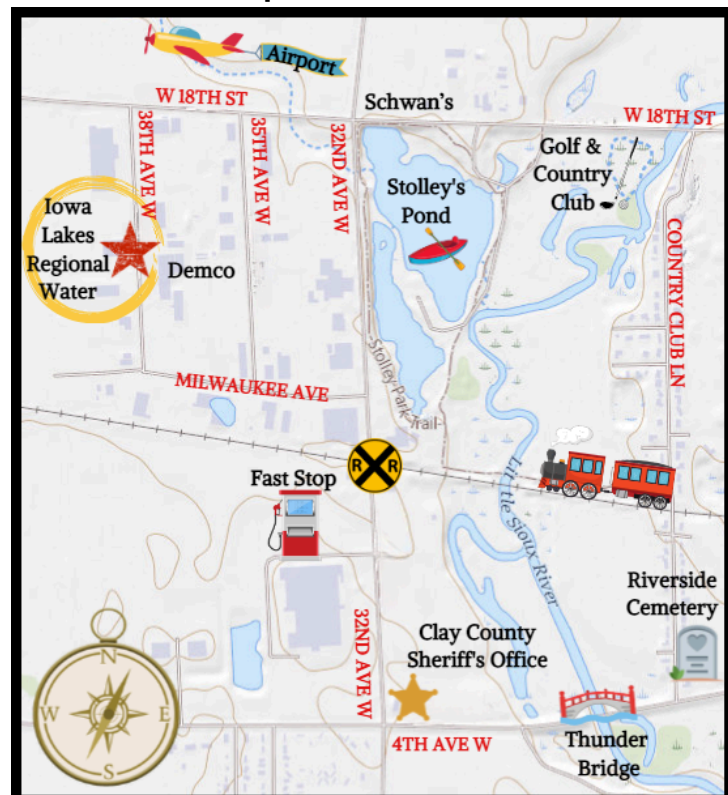
ILRW customers average water pressure is 45-60



INTERESTING FACT

If you are experiencing low water pressure or have a sudden loss of water pressure, throughout your home, please contact us to inspect our equipment and see if it is possible to increase your pressure.

**Iowa Lakes Regional Water - 1301 38th Avenue West
Spencer, Iowa 51301**



712-262-8847



www.ilrw.org



member.services@ilrw.org

Contact Us



**Office Hours:
Monday - Friday
8 AM - 4 PM**

PROXY BALLOT

BOARD MEMBER ELECTION

Two Board positions are available
Please vote for 2 candidates

PROXY PRIZE

NEED NOT BE PRESENT TO WIN

Ballot must be received by 12:00 PM on Wednesday, July 23rd, 2025,
to be eligible to win.



TOSHIBA 75-inch Class C350 Series LED 4K UHD Smart
Fire TV with Voice Remote with Alexa

Two wooden ballot boxes with white labels. The top box has a checkbox next to 'Andrew Hasley' and a blank checkbox with a line for '(write in)'. The bottom box has a checkbox next to 'Rich Jordet' and a blank checkbox with a line for '(write in)'.

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 candidates designated above, and to vote on all other matters that may properly come before the meeting on July 23, 2025. This appointment confers all power and authority that I would possess if personally present.

Member Signature: _____



☐ YES! I plan to attend
of guests _____

☐ NO, I do not plan to attend

PLEASE RETURN THIS BALLOT TO
IOWA LAKES REGIONAL WATER
NO LATER THAN JULY 23, 2025



ILRW USE ONLY
FOR COMPLETION BY
SECRETARY'S DESIGNEE

Member Account Number: _____

Membership Valid:

☐
YES

☐
NO

PAGE 5