

## HOLIDAY HOURS:

### OFFICE CLOSED

Labor Day  
September 1st

Thanksgiving  
November 27<sup>th</sup> & 28<sup>th</sup>

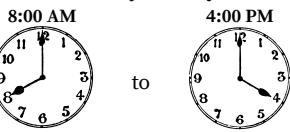
Christmas Day  
December 25<sup>th</sup>

New Year's Day  
January 1st

Staff Available  
24/7/365!

### Business Hours:

Monday - Friday



Saturday & Sunday  
**CLOSED**

# Iowa Lakes Regional Water Newsletter

# Aug 2025



## INSIDE THIS EDITION

- 1 Annual Meeting Recap  
Supporting Vendors
- 2 Manager's Report
- 3 2025 Rate Adjustment  
Payment Options
- 4 Employee Spotlight  
Winter Disconnects

712-262-8847  
1301 38th Avenue West  
www.ilrw.org  
member.services@ilrw.org  
ILRW  
PO Box 555  
Spencer, IA 51301

## SUPPORTING VENDORS:

**ARNOLDS PARK**  
AMUSEMENT PARK  
Lake Okoboji

**The Farmers Bank**  
FARMERS TRUST & SAVINGS BANK

**HyVee**  
EMPLOYEE OWNED

**NCI**

**bomgaars**

## ANNUAL MEETING RECAP

On July 23rd, ILRW welcomed approximately 120 members to our 47th Annual Membership Meeting. The night provided an opportunity for members to come together for both business and fun! Iowa Pork Producers grilled burgers on-site and many lucky guests won door prizes donated by our supporting vendors. Entertainment at the beginning of the meeting was provided by Abby Schmidt. Winther, Stave & Company provided the fiscal year 2025 financial audit report. CEO Brad Veit presented the manager's report, announced the fiscal year 2026 budget, and released the upcoming water rate adjustment effective September 2025 (see page 3). The meeting captured the results of the Board of Directors' election; Andrew Hasley and Rich Jordet were elected to serve the next term. The evening concluded with the proxy prize drawing with Rebecca Johnson of Spencer, Iowa, as the winner for the 75" Vizio Smart TV.



**Ditch Witch**

**ZIEGLER**

**CAT**

**FS**

**GROWMARK**

**1**

**HEARTLAND TIRE**  
WE CAN DO THAT

**PLUMBING & HEATING  
WHOLESALE INC.**

**CORE & MAIN**

**MARSH & McLENNAN  
COMPANIES**

**Vermeer**

**FERGUSON  
WATERWORKS**

**UECO**

**MUNICIPAL  
SUPPLY  
INC.**

# Manager's Report

Iowa Lakes Regional Water's Chief Executive Officer, Brad Veit, provided an update on the organization's progress, priorities, and future plans. He opened by expressing appreciation for the ILRW staff and their continued dedication to delivering reliable service to the members. He emphasized the importance of ILRW's mission - to provide safe, reliable, and affordable water and wastewater services - and the organization's vision of delivering excellence through innovation and integrity.

## STRATEGIC FOCUS

ILRW's long-range strategic plan focuses on four key priorities:

1. Reliable Infrastructure - Preventative maintenance and investment in asset management systems.
2. Financial Health - Strengthening financial sustainability, including more focus on the Infrastructure Assets Replacement Fund as the system continues to age.
3. Strategic Growth - 73 new customers added in 2024 with plans to grow responsibly.
4. Customer Engagement - Increased presence at community events and renewed focus on transparency and communication.

## SYSTEM CONDITION UPDATE

Following significant flooding, 2024 has been a year of recovery. ILRW's system remains resilient, with stable aquifer levels and ongoing improvements:

- Treatment Plants - Equipment upgrades at Clay and Osgood.
- Distribution - 25 system leaks repaired (down from 40 the previous year); Dickens Booster Station rehabilitation is underway.
- Capital Projects - System expansions in Mallard, Linn Grove, and upcoming projects in Orleans and Gruver.
- EPA Mandates - Continued progress on lead service line surveys (90% complete).

## RATE ADJUSTMENT

See page 3 for details.

## BUDGET OVERVIEW

ILRW's FY2026 budget includes over \$7.2 million in revenue and a net income projection of \$2 million, ensuring the organization meets its debt obligations while continuing to invest in the system and future asset replacement.

## SPECIAL RECOGNITION

He concluded by recognizing outgoing Board Member Kathy Day for her years of dedicated service. The Board presented her with a service award earlier in the month.

## LOOKING AHEAD

Due to declining attendance during the official annual meeting, the 2026 Annual Meeting will be held during the day, with a separate Customer Appreciation Event on a different date.

**More details in upcoming newsletters!**

**To all who attended and continue to support Iowa Lakes Regional Water...**



**THANK  
YOU!**  
♥

# 2025 Water Rate Adjustment

A recent water rate study by DGR Engineering led to minor rate changes effective in September 2025. The average residential customer using 3,000 gallons/month will see a \$2.25 monthly increase. Most of this goes toward future infrastructure needs, such as repainting water towers and replacing high-cost, aged equipment as part of the Infrastructure Assets Replacement Fund. Even with the adjustment, ILRW water remains one of the most affordable essentials - at 2.5 cents per gallon.

**NOTICE**

## CURRENT WATER RATES:

**Monthly minimum: \$54.59/month**

**1,000 - 3,000 gallons per month**

\$6.25 per 1,000 gallons

**4,000 - 10,000 gallons per month**

\$11.00 per 1,000 gallons

**11,000 - 20,000 gallons per month**

\$8.50 per 1,000 gallons

**21,000 - 50,000 gallons per month**

\$7.50 per 1,000 gallons

**Over 50,000 gallons per month**

\$5.75 per 1,000 gallons

## NEW WATER RATES:

**Effective September 2025**

**Monthly minimum: \$56.00/month**

**1,000 - 3,000 gallons per month**

\$6.50 per 1,000 gallons

**4,000 - 10,000 gallons per month**

\$11.00 per 1,000 gallons (No Change)

**11,000 - 20,000 gallons per month**

\$8.50 per 1,000 gallons (No Change)

**21,000 - 50,000 gallons per month**

\$8.00 per 1,000 gallons

**Over 50,000 gallons per month**

\$6.00 per 1,000 gallons

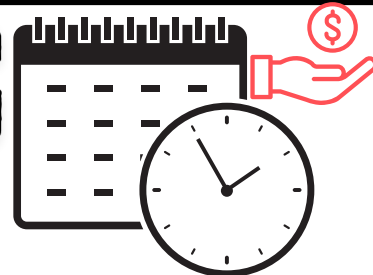
## Payment Options

- Mail to PO BOX 555  
Spencer, Iowa 51301
- Automatic Withdraw
- District Office Drop Box  
(Outside by Flag)
- Call Member Services (712)262-8847  
Pay by Phone M-F 8 am-4 pm
- Xpress Bill Pay
  - View and pay bills online
  - Set up Auto Pay (automatic payments)
  - Pay with credit/debit or a bank account
  - Text & email notifications
  - Pay by phone 24/7, call 888-305-3327
  - Download the app for easy access to view and pay bills

**AUTOMATIC**  
*Withdraw*

**Iowa Lakes  
Regional Water**

- Complete form and return with a voided check (Access form at [ilrw.org](http://ilrw.org) or request by 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 AND credit/debit cards
- Convenience fees apply (\$1.49/check and \$3.50/card) per transaction

Go to [www.ilrw.com](http://www.ilrw.com) and click "MAKE A PAYMENT"



# EMPLOYEE SPOTLIGHT



If you've ever wondered who's behind the scenes making projects run smoothly from start to finish - Crystal O'Clair is on top of it. Since joining Iowa Lakes Regional Water in December 2018, Crystal has become the go-to expert for everything from customer sign-ups to environmental reviews. If it involves planning, paperwork, or people, she's probably on it!

Crystal plays a key role in handling crop and tile damages, obtaining easements and permits, tracking leaks, securing project funding, and supporting future development projects. She's also a proud member of the Employee Engagement Committee (EEC) and somehow finds time to take on countless other odds and ends without missing a beat.

Outside of work, Crystal and her fiancé, Jason Nock, are looking forward to tying the knot in the fall of 2026. They share their home with three beloved cats - Aspen, Summit, and Pumpkin - who are very much part of the family.

When she's not managing projects, Crystal stays equally busy - but in her element. A certified Master Gardener, she finds joy tending her garden and spending time outdoors hiking, biking, and golfing. She's just as content indoors, cuddled up on the couch cheering for her favorite football teams.

## Winter Disconnects

### 24-HOURS NOTICE

ILRW will disconnect and reconnect your water service when it fits into your schedule. As long as you provide 24 hours notice, you get to pick the day and time that works best for you!

### PRICING

Regularly scheduled appointments are \$40.00, that includes both spring and winter service calls. As an added convenience, emergency appointments may be scheduled at any time, any day! Appointments scheduled without a 24-hour notice are \$75.00. After business hours, weekend or holiday appointments are \$150.00.

### HIRE A PLUMBER

Winterizing a dwelling is part of home maintenance. Once water service has been disconnected, your service lines should be cleared of any remaining water to prevent frozen pipes this winter!

**REMEMBER!**

### MONTHLY MINIMUMS

Monthly billing of the minimum continues during seasonal disconnection, as noted within your signed service agreement and required by Board policy.

## If something's not flowing right, give us a ring.

Our operators are on standby to help you with any water or sewer concerns. No robots, just real people who know their stuff! Let us help you solve your utility challenges before it gets worse.

### CONTACT US

1301 38TH AVENUE WEST  
SPENCER, IOWA 51301

WWW.ILRW.ORG

OFFICE: 712-262-8847  
FAX: 712-262-8241



### OFFICE HOURS

MONDAY-FRIDAY  
8 AM - 4 PM



**EMERGENCIES**  
Call 1-877-262-8847