

# Iowa Lakes Regional Water



## IT'S THAT TIME OF THE YEAR!

### 2022 Water Treatment Maintenance

Every year, ILRW performs extensive maintenance on the water softening equipment at the Clay treatment plant to maintain the quality you enjoy. The work will begin the week of March 14th and last approximately one week.



Typical softness for your rural water is 7-10 grains per gallon. During maintenance, you may experience harder water for a brief period. This will likely temporarily increase residue on items around the house, such as dishes, showers, and plumbing fixtures. Regardless of these noticeable changes, the water will continue to be safe to drink.

Our staff will be working hard to complete the necessary maintenance as efficiently as possible! Please contact our office at 712-262-8847 with any questions!

*We appreciate your patience and understanding during this time!*

## Newsletter Highlights

2022 Treatment Plant Maintenance

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Rate Announcement  
New Mission, Vision and Values

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Paperless Billing  
Volunteer on the ILRW Board  
Osgood Water Plant Seasonal Spring Reconnect Reminder

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ILCC Scholarship  
Upcoming Events  
IA Healthiest State Annual Walk

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

Staff Available 24-hours a Day, 7 Days a Week for Emergencies!

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

Office Hours:  
Monday - Friday 8 AM to 4 PM



Board approved in November 2021

## RATE ANNOUNCEMENT

ON JANUARY 20, 2022 THE BOARD APPROVED THE UPCOMING FISCAL YEAR WATER BUDGET AND RATE STRUCTURE EFFECTIVE APRIL 1, 2022. DUE TO THE CONTINUED PRICE INCREASE IN CHEMICALS AND PURCHASED WATER, A MINIMAL RATE INCREASE FOR THE FIRST 3,000 GALLONS WILL PROVIDE THE RESOURCES TO MAKE THE NECESSARY REPAIRS AND IMPROVEMENTS TO ALL COMPONENTS OF THE WATER SYSTEM.

WE ARE HAPPY TO ANNOUNCE ONCE AGAIN, THERE WILL BE NO INCREASE TO THE MONTHLY MINIMUM WATER RATE THIS YEAR!

IT IS OUR MISSION TO SERVE SAFE, RELIABLE AND ECONOMICAL WATER TO OUR MEMBERS AT AN AFFORDABLE COST. THANK YOU FOR YOUR UNDERSTANDING ON THIS YEAR'S RATE ADJUSTMENT.

TABLE: RATE ADJUSTMENT COMPARISON:

Usage	FY 2022 Rates	FY 2023 Rates
Monthly Minimum	\$54.59	\$54.59
0 – 3,000	\$5.85	\$6.25
4,000 – 5,000	\$11.00	\$11.00
6,000 – 10,000	\$10.60	\$10.60
11,000 – 20,000	\$8.50	\$8.50
21,000 – 50,000	\$6.50	\$6.50
>50,000	\$5.60	\$5.60

### Mission Statement:

- Serve as a regional utility providing safe, reliable, and economical water and wastewater services to Northwest Iowa and Southwest Minnesota

### Vision Statement:

- Strive for excellence in the products and services delivered to our current and future customers while enhancing the quality of life through innovation, dedication, and integrity

### Core Values:

- **Safety:** Provide a safe work environment and product to the public and the environment
- **Integrity:** Demonstrate honesty, trustworthiness, and accountability
- **Reliability:** Maintain a dependable essential service
- **Communication:** Promote transparency and education with customers, communities, board, and staff
- **Economical:** Ensure financial stability and affordability for customers

*Thank you!*

The Member Services Team would like to express our sincerest appreciation for our customers' patience as we implemented a new billing software in July 2021!






# OSGOOD WATER TREATMENT PLANT ONLINE JANUARY 18, 2022

This year, the public will be invited to tour our new water treatment plant facility! Date to be announced!



Switch to  
Paperless  
Billing  
Today!



## INTERESTED IN A BOARD OF DIRECTOR ROLE?

Please Tell Us:

Provide a one page letter expressing why you would like to serve on our board.

Mail to:  
ILRW  
Brad Veit  
PO BOX 555  
Spencer, IA 51301

## XPRESS BILL PAY

SIGN UP TODAY!!!!

### ALREADY HAVE AN XPRESS BILL PAY ACCOUNT?

- Step 1: Go to [www.xpressbillpay.com](http://www.xpressbillpay.com) and log in
- Step 2: Click "View Bill" under the account you would like to be paperless
- Step 3: Locate the "Paperless (Off)" button
- Step 4: Click the button to turn "Paperless (On)"

### REGISTER AND SIGN UP FOR PAPERLESS:

- Step 1: Go to [www.xpressbillpay.com](http://www.xpressbillpay.com)
- Step 2: Click "Sign Up" on the top of the screen
- Step 3: Fill in your email and password, then click in the "I'm not a robot" box and follow Instructions requested
- Step 4: Complete the short registration form and click "Next"
- Step 5: Go to your inbox and open the verification email, click "Verify Email" and "Continue" to log in
- Step 6: Select your billing organization- "Iowa Lakes Regional Water"
- Step 7: Enter your account number and last name, then click in the box to opt in for paperless and select "Locate Bill" and select "Locate Account"

## SPRING IS COMING SOON!

ILRW would like to remind our members that our policy requires a minimum of 24-hour advance notice to schedule spring service reconNECTIONS. This service is provided to you for a fee of \$40.00. This fee does include both spring reconnect and winter disconnect and is billed when winter disconnect takes place.

If you are unable to provide a 24-hour notice, no worries! ILRW can reconnect your service for an additional \$75.00.

To schedule an appointment, please call our office at 712-262-8847!

Office Hours: M-F 8 AM to 4 PM







## Congratulations to the 2021-2022 recipients of the ILRW Scholarship

- Jackson Bassett of Dolliver, IA
- Garret Gray of Estherville, IA

Iowa Lakes Regional Water wishes them the best with their future plans!

Iowa Lakes Regional Water Board of Directors approved a \$1,000 scholarship as a one-time donation to students enrolled full-time in the Water Quality or Environmental Studies programs at Iowa Lakes Community College. This was funded by a penny round-up program that was established in 2007, focusing on creating a growing workforce for the water industry.



FOLLOW US ON FACEBOOK FOR QUICK ILRW UPDATES:

[WWW.FACEBOOK.COM/IALAKESREGWATER](https://www.facebook.com/IALAKESREGWATER)

OUR WEBSITE IS: [WWW.ILRW.ORG](http://WWW.ILRW.ORG)

## 2021 11th Healthiest State Annual Walk

For the month of October, ILRW staff participated in helping Iowa become the Healthiest State by logging each day exercised for at least 30 minutes. On October 5, 2021, staff (pictured below) joined thousands of other Iowans across the state in walking for 30 minutes. Stay tuned to Facebook for 2022!



### Upcoming Events:

- March 5th- Family Fest held at the Clay County Fair and Event Center, Spencer, IA
- June 11th- Flagfest Parade Spencer, IA
- July 23rd- RAGBRAI Begins
- August 13th- Okoboji Blue Water Festival, Okoboji, IA
- October 5th- Iowa's Healthiest State Annual Walk
- October 21st- Imagine A Day Without Water