On February 7, 2018, Iowa Lakes Regional Water was honored by the National Association of Clean Water Agencies (NACWA), who presented us with a 2018 National Environmental Achievement Award in the Operations & Environmental Performance category!

This award is presented to NACWA member agencies for outstanding initiatives in wastewater treatment, wastewater conveyance, storm water management, and/or environmental enhancement. The award recognizes an innovative and effective project, system, or method relating to wastewater treatment plant or collection system operations developed and successfully implemented by a NACWA member in a cost-effective manner while achieving environmental compliance objectives.

For more than forty years, NACWA has been the nation’s recognized leader in legislative, regulatory and legal advocacy, giving the clean water sector a collective voice to EPA, Congress and governmental agencies nationwide.

ILRW appreciates our members for whom we work so hard to serve. It is our great pride and pleasure to provide you with a quality resource, one that is vital to life itself. Without you, our environmental goals and achievements would be meaningless.

Thank you!
During the month of March, Iowa Lakes Regional Water will be performing annual maintenance on the water softening equipment at the treatment plant. Members may experience short-term changes in water softness. We do not anticipate any water service interruptions.

Routine treatment plant maintenance is performed annually in order to keep all components of the treatment plant in prime operating condition so we may continue to provide you with the best quality of water possible.

During this routine maintenance, members may notice the following changes to water:

- scaling or white residue
- soap scum
- difficulty lathering soap

If you temporarily experience the mentioned conditions, your water is still safe to drink and use to cook, bathe and shower. Calcium, iron, and manganese are removed from the water during the softening process. These essential nutrients are not a public health hazard though their presence can make a noticeable difference in the water.

Your patience and understanding during this short maintenance period is greatly appreciated. Our staff will be performing the work as quickly as possible to resume to normal operations. Members with any questions are encouraged to contact our office at 712-262-8847.

With spring around the corner, ILRW would like to remind members that our policy requires a minimum of 24 hours advance notice to schedule your spring reconnection. This service is provided for a fee of $40.00, which includes both spring and winter connection services.

If you are unable to provide the required advance notice, ILRW can always reconnect your service in a pinch for a fee of $75.00.

**2018 SPRING RECONNECTION**

With spring around the corner, ILRW would like to remind members that our policy requires a minimum of 24 hours advance notice to schedule your spring reconnection. This service is provided for a fee of $40.00, which includes both spring and winter connection services.

If you are unable to provide the required advance notice, ILRW can always reconnect your service in a pinch for a fee of $75.00.

**TO SCHEDULE YOUR SPRING RECONNECT**
**CALL OUR OFFICE AT 712-262-8847**

Monday - Friday
8 a.m. - 4 p.m.
Program Update:
The ILRW WSLPP program protects our members from water loss and repair costs associated with service line leaks for a small fee already included in your monthly minimum. In 2017, almost 70 claims were submitted with $42,000.00 in associated costs forgiven to members.

If you believe your usage has increased, please remember the following:

- Check for leaks inside and around your property before you call
- ILRW must verify there is a service line leak prior to any repair
- Please be patient. You are important to us! Our staff will coordinate a repair as soon as scheduling permits

$42,000
OVERALL CUSTOMER SAVINGS IN 2017

"Definitely worth every penny! The service was great and your staff kept us updated so we really felt like we were ‘in the know.’ It was a super cold day, but they didn’t act put out for being called to an emergency repair like we see in other companies. They just came, got done what they needed to and were very nice about it. We really appreciated it!"

- Brad & Nicole Greene - Webb

"...but boy, it’s one of those things; when it’s there and you need it, it sure is nice to have!"

- Bob & Lili Jensen - Spirit Lake

"Outstanding! No complaints! Best crew around!"

- Mike Willison - Milford

If you report a mainline leak to ILRW, you could receive a $25.00 leak reward

every 2 minutes
HOW OFTEN A WATER MAIN BURSTS IN THE U.S.
Source: EPA

Value of Water Coalition: thevalueofwater.org

DID YOU KNOW?
WATER RATE INCREASE

Annually, the Board of Directors evaluates the current water rates against operational costs and financial requirements to ensure adequate revenues are being generated. On January 25, 2018, the Board decided an inflationary increase is necessary to meet this year's financial responsibilities.

This is due to increased operational costs for the district. Simply put, the increase allows us to treat your water and keep it flowing so you may continue to enjoy the quality and dependability you’ve come to expect.

The average customer using three thousand gallons of water in a month will see an increase of 2.71% or $1.84 in their bill, effective April 1, 2018.

The monthly minimums are driven in part by the annual debt service, which will remain constant this year, thanks to several loan refinancing opportunities over the past four years. Therefore, there will be no increase to the monthly minimum in April 2018.

ILRW customers have not seen water rate increases in the past two years. In fact, over the last 33 years, the average annual rate increase by ILRW has been 2.14%, compared to the US average inflation rate of 3.22%.

NO increase in the monthly minimum!

ILRW looks forward to serving our members and greatly appreciates your patronage!