



# IOWA LAKES REGIONAL WATER

FEBRUARY 2021  
WINTER NEWSLETTER

## Remember

### METER PITS & POSTS

#### PITS

Customers, contractors, and plumbers.....PLEASE stay out of meter pits as it can be dangerous, especially for children. Also, ILRW personnel need to be able to obtain entry to meter pits at all times, which means they should be free and clear of any obstructions such as decks, landscaping, etc.

#### POSTS

Customers may have posts in their yard that ILRW previously installed for your water service. These posts must remain in place for the operation of your service. If your post is in need of repair, please contact our office at 712-262-8847.

*Thank You*



---

## UPCOMING WATER TREATMENT PLANT MAINTENANCE

---

During the week of March 15th, ILRW will perform annual maintenance on the water softening equipment at the treatment plant. Maintenance is expected to take one week.

Typical softness of your rural water is 7-10 grains per gallon. For a short period during the week of March 15th, you may experience harder water, which could increase residue on items around the house such as dishes, plumbing fixtures, etc. Despite these noticeable changes, your water will continue to be safe to drink.

We will be working efficiently to complete the necessary maintenance in a timely manner and we do not anticipate any disruption in your water service. By performing the annual plant maintenance, the system can best perform and produce the great quality water you enjoy.

Your patience and understanding during this time is greatly appreciated.

*For questions, contact our office at 712-262-8847.*

### INSIDE THIS ISSUE:

ANNUAL PLANT MAINTENANCE, METER PITS & POSTS	Pg 1
CEO TRANSITION ANNOUNCEMENT	Pg 2
NO RATE INCREASE, NEW BILLING PLATFORM	Pg 3
SPRING RECONNECTIONS, OSGOOD PLANT UPDATE	Pg 4

# 2021 YEAR of TRANSITION

## CHIEF EXECUTIVE OFFICER

The Iowa Lakes Regional Water Board of Directors is pleased to announce the appointment of Brad Veit as our new CEO. The transition took place on January 1, 2021, and marks a new and exciting era for ILRW and its members.

Brad began his career at Iowa Lakes Regional Water in 2012 as a Staff Accountant, then one year later he accepted the role of Chief Financial Officer. For the past few years, Brad has been actively involved with the executive transition team, including the Board of Directors and previous CEO, Randy Van Dyke.

Brad holds a B.S. degree in Accounting ('12) from Southwest Minnesota State University and an A.A. ('09) from Alexandria Technical College. He is a member of the American Water Works Association, the Young Professionals of Iowa, a graduate of the Dale Carnegie Skills for Success program and a third degree member of the Knights of Columbus.

A Spencer native, Brad graduated from Spencer Public School District while earning the highest rank of

Eagle Scout in the Scouts BSA Program of the Boy Scouts of America. He resides in Spencer with his wife, Amanda, and their two young boys, Jackson and Owen, where they are active members of the community.

Deputy CEO, Kelly Graplar, shares, "Brad exemplifies the integrity, humility, accountability and leadership that the ILRW board and its staff are committed to. We are excited to embark on the next chapter in the history of Iowa Lakes Regional Water with Brad at the helm. "

Brad takes over from long-time Executive Director, Randy Van Dyke, who retired in December after

dedicating his career to the rural water industry. Randy recently stated, "The water and wastewater industry is increasingly complex and we have all evolved, grown and learned through it together. We play an important role in our public health system and environmental protection is improving the lives of so many. It's been a privilege to serve this organization, its members and the industry. I have full confidence in Brad, that he will serve this industry and our members well into the future."

*Congratulations!*



*"This is an incredible opportunity to combine my passion for community service and blend it with my professional business experience to grow this incredible organization. The water and wastewater industry are in high demand for public awareness, quality control, environmental protection and economic stability. I am honored to lead this great team."*

**CEO BRAD VEIT**

# GOOD NEWS!

## NO RATE CHANGE EXPECTED FOR 2021

That's right! There will be NO rate increase this year! ILRW understands it has been quite the year for all. As many have worried, mourned, isolated or struggled with the changes COVID-19 has brought to just about every aspect of life, the one thing that will remain steady is your water rates. Through it all, ILRW has been steadfast in providing our members a reliable source of water, both in quality and in service.

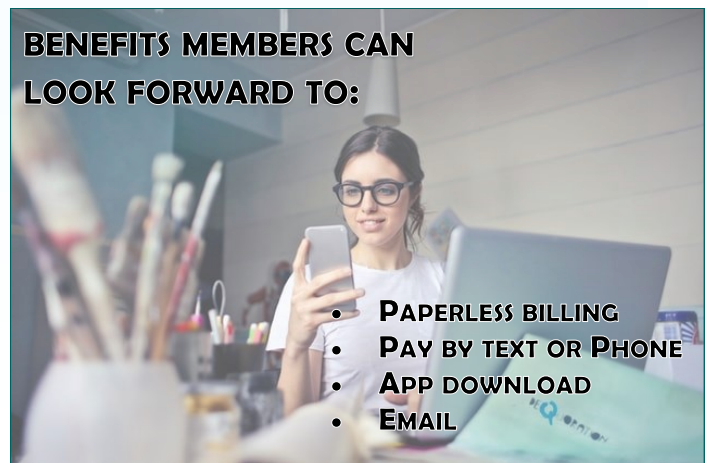
Thanks, in part, to an increase in membership, the ILRW Board of Directors on January 21, 2021, unanimously approved no rate increase for the 2021 billing year, which runs from April 2021, to March 2022. As a valued member, your continued support and feedback are appreciated!



## TRANSFORMING MEMBER SERVICES

## COMING TO YOU THIS SUMMER!

Last year marked the launch of our mission to transform customer care and billing at ILRW. As technology rapidly evolves, ILRW is working to improve the customer service experience of our members by expanding self-service options and eliminating manual processes. The project is set to go live this summer and project team members are enthusiastic the new billing program will improve customer satisfaction while maximizing efficiency for both staff and members.



## Service Rates ...

### REACTIVATION FEES

- During business hours \$75.00
- After business hours \$150.00

### SERVICE CALL FEES

- During business hours \$50.00/hour (plus mileage)
- After business hours \$100.00/hour (plus mileage)

### WINTER/SPRING CONNECTION FEE

- With 24-hour notice \$40.00
- Without 24-hour notice \$115.00
- After business hours \$150.00

For a more comprehensive look at service call fees, please visit our website at [www.ilrw.org](http://www.ilrw.org)

## OfficeHours

MONDAY—FRIDAY

8 AM— 4 PM

CLOSED

HOLIDAYS & WEEKENDS



Like us on Facebook

# SPRING RECONNECTIONS



## SCHEDULE YOURS TODAY!

Spring will be here before you know it and ILRW would like to remind members of our policy requiring a *minimum* of 24-hours advance notice when scheduling your spring reconnection to best prepare our service technicians and operators. This service is provided for a flat one-time fee of \$40.00, which includes both the spring connection and winter disconnection services. If you are unable to provide the required advance notice, ILRW can still reconnect your service for a fee of \$115.00. If an after-hour emergency reconnection is required, the fee is \$150.00. It saves to plan ahead!

**CALL OUR OFFICE AT 712-262-8847 TO SCHEDULE**



## OSGOOD WATER TREATMENT PLANT UPDATE

### INVESTING IN THE FUTURE



The installation of 2.5 miles of RAW water pipeline is complete. Wells have been drilled and pumps are planned for installation this spring. The well building, shown left, is in progress.

The new plant will provide a long-term solution for addressing rising peak flow needs, as well as allowing more families access to reliable, clean water.



The water treatment plant, shown above and left, is almost complete. Project managers expect the treatment plant to go online in August 2021.



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

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

**EMPLOYMENT OPPORTUNITIES  
AVAILABLE FOR 2021  
CONSTRUCTION.  
APPLY TODAY!**

*Iowa Lakes Regional Water  
is an Equal Opportunity  
Provider and Employer.*



**UNITING COMMUNITIES ACROSS IOWA TO  
ENSURE MUTUAL AID IN TIMES OF NEED.**

**IOWA LAKES REGIONAL WATER IS A MEMBER OF IOWARN**