



WATER TREATMENT PLANT MAINTENANCE

During the week of March 8th - 16th, 2026, We will be performing annual maintenance on the Clay Treatment Plant as part of our continual effort to provide high quality drinking water to you, our customers. The U.S. Environmental Protection Agency and Iowa Department of Natural Resources recommends performing this routine maintenance annually and is expected to last a week. During this process our operators have the opportunity to clean and inspect water softening equipment that is normally submersed in 150,000 gallons of water. The water being produced during this maintenance period meets all federal and state water quality standards. Your patience and understanding is greatly appreciated during this time.

WATER HARDNESS

The typical hardness of your rural water is 6-8 grains per gallon. During this maintenance period, you may experience harder water which might result in temporary residue on items such as plumbing fixtures, appliances, and dishes. Your water will still be completely safe for consumption.

A NEW LOOK AT OUR 2026 ANNUAL MEETING

To better serve our customers and use resources wisely, Iowa Lakes Regional Water is making a change to our Annual Meeting. This year's meeting will focus on the business portion only, held during the day at our facility. While we won't be serving a meal or offering door prizes, we'll still have cookies for those who attend — and the proxy prize tradition continues. Date and time will be announced in the next newsletter.

With fewer than 1% of customers attending for the meal and giveaways, this update follows a growing trend in our industry and helps reduce costs for everyone. We celebrate serving you every day, and our team is dedicated entirely to you, our customers.

If you have any questions
or concerns, please
contact us below.



712-262-8847
www.ilrw.org
member.services@ilrw.org

We appreciate your understanding and support as we continue to strengthen transparency, customer education and connection.



Customer Appreciation Every Day



At Iowa Lakes Regional Water, we don't wait for a special occasion to appreciate the people we serve. Whether we're maintaining infrastructure, responding to a service call, or planning for the future, our customers are at the heart of everything we do. Thank you for trusting us with your water and wastewater service, today and every day.

We love connecting with our customers. If you'd like a behind-the-scenes tour of any of our facilities, reach out and we'll gladly arrange it.

Customer appreciation is built into every mile of pipe we maintain, every call we answer, and every drop we deliver.

Make a **SPLASH** in your community!

To apply for the Board Member position, please submit a one page letter of interest outlining why you are an ideal candidate by April 15th, 2026

Seeking Board Candidate:

We are seeking a dedicated and qualified individual to join the Board of Directors for Iowa Lakes Regional Water.

As a board member, you will play a vital role in guiding the organization's mission to provide safe, reliable, and economical water and wastewater services to our community. Ideal candidates should have a strong commitment to public service, along with experience in areas such as finance, governance, or community development. Board members are expected to participate in regular meetings, offer strategic insights, and support initiatives that enhance our system's sustainability and efficiency. If you are passionate about serving your community and contributing to the future of our water infrastructure, we encourage you to apply! (see below)

Eligibility Criteria:

- Aligns with the core values of the organization and adheres to the mission and vision statements.
- Independent thinker, capable of collaboration with exceptional communication, negotiation and conflict resolution skills.
- Possesses the character and demeanor that will reflect favorably on behalf of the District and its customers.
- Willingness to listen and learn while training with the board on the particulars of a modern utility.
- Ability to contribute to the board's working relationship with senior management.
- Puts the interests of the organization before their personal and professional interests when acting on behalf of the organization in a decision-making capacity.
- Commits to attending monthly board meetings, our annual meeting, and other special meetings or educational opportunities as requested.



Email: kelly.graplar@ilrw.org

Mail: Iowa Lakes Regional Water

Attention: Kelly Graplar

PO Box 555

Spencer, Iowa 51301

