

Regional Water Newsletter

**ANNUAL MEETING RECAP**

On July 22nd, ILRW held our 48th Annual Membership Meeting. The morning provided an opportunity for members to gain an update on ILRW business. Winther, Stave & Company provided the fiscal year 2026 financial audit report. CEO Brad Veit presented the manager's report, announced the fiscal year 2027 budget, and released the upcoming water rate adjustment effective September 2026 (see page 2). The meeting captured the results of the Board of Directors' election; Peter Maisenbach and Lois Benson were elected to serve the next term. The meeting concluded with the proxy prize drawing with Dennis Hogrefe of Albert City, Iowa rural area, as the winner for the \$500.00 account credit. Thank you to all members' who took the time to send in a ballot.

MANAGER'S REPORT

Brad Veit, ILRW's Chief Executive Officer, provided an update on the organization's progress, priorities, and future plans. He opened by expressing appreciation for the staff and their continued strengthening reliability, expanding service, and investing in long-term sustainability this past year.

System Improvements

ILRW repaired 31 main breaks across more than 2,000 miles of mainline, assisted 75 customers through the Water Service Line Protection Plan (now at 96% participation), and completed routine cleaning on 3 water towers and the Osgood RO membranes. Major upgrades included modernizing the Clay Water Plant SCADA system, updating chemical feed systems, rehabilitating the Stoney Creek aquifer wells, and fully rebuilding the Dickens Booster Station.

Growth & Redundancy

The system added 623 new customers through the Orleans and Retro projects and connected the Gruver & Osgood Subsystem, improving operational redundancy.

Financial Strength

ILRW established a \$1 million Short-Lived Asset Account, supporting future replacement of critical components. FY2026 closed with a net position of \$64.7 million, showing strong overall financial health across our assets, infrastructure, and investments.

Looking Ahead

Upcoming work includes updating the asset management system, installing a new line under Highway 71, expanding GPS mapping of underground assets, and completing the Retro 16 project. Long-term planning continues with aquifer analysis and system capacity evaluations to support future growth and reliability. ILRW remains committed to safe, reliable, and economical service while advancing the strategic goals outlined in the 2025-2029 Long-Range Plan.

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**HOLIDAY HOURS:****OFFICE CLOSED**

Labor Day
September 7th

Thanksgiving
November 26th & 27th

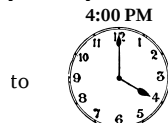
Christmas Day
December 25th

New Year's Day
January 1st

Staff Available
24/7/365!

Business Hours:

Monday - Friday



to

Saturday & Sunday

CLOSED

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2026 Water Rate Adjustment

Following our annual budget review, minor rate adjustments have been approved and will take effect in September 2026. To maintain long-term system reliability and keep pace with rising operational costs, the average ILRW customer will see a 1% rate increase. This adjustment supports continued investment in infrastructure, asset management, and service quality. The adjustment includes chemical & electricity cost increases, infrastructure repair and maintenance, and aged equipment. Even with the adjustment, ILRW water remains one of the most affordable essentials - at 2.5 cents per gallon. According to American Water Works Association, water & sewer utilities are typically 4.5% of the average household income.

American Water Works Association. (2023, Apr 20). Low-income water customer assistance program assessment report. <https://www.awwa.org/wp-content/uploads/low-income-water-customer-assistance-program-assessment-report.pdf>

CURRENT WATER RATES:

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

11,000 - 20,000 gallons per month
\$8.50 per 1,000 gallons

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

NEW WATER RATES: **SEPT 2026**

Monthly minimum: \$56.00/month (No Change)

1,000 - 3,000 gallons per month
\$6.75 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
\$8.50 per 1,000 gallons

Over 50,000 gallons per month
\$6.25 per 1,000 gallons



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.

Water Service Line Protection Plan Facts:

If you notice a spike in your water usage, it's important to investigate your internal plumbing, fixtures, and grounds for noticeable abnormal wet surfaces. Call us immediately to determine the source, and make a plan before the leak goes too long, costing you money.

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

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 at (712) 262-8847

