

## Clarification of the Disconnection Policy

*Stricter Enforcement of Policy to Begin February 1st*

To ensure the most efficient use of ILRW personnel, ILRW will begin to firmly enforce the reconnection fee policy. Customers that are disconnected due to non-payment will be charged the \$75.00 reconnection fee when ILRW personnel are dispatched to perform the disconnection of service. Therefore, once the service employee is in route to perform the disconnection, the fee will be applied to the account.

Previously, the \$75.00 reconnection fee was applied after the disconnection of service had been performed.

**Firm enforcement of the \$75.00 reconnection fee being applied to the account at the time ILRW is dispatched to perform disconnection of service will begin February 1, 2016.**

ILRW mails disconnection notices to members after the account is more than 30 days delinquent to notify them that payment must be received in our office before the disconnection date to avoid disconnection. A courtesy

phone call is also performed the day before disconnection is to occur. Payment can be made online utilizing ePay or left in the drop box located in the front entry of our office.

If no payment has been received in our

office by 8 a.m. on the day of disconnection, ILRW personnel are sent out to disconnect the water service.

Prompt payment will be necessary beginning February 1, 2016 to avoid disconnection.



Starting January 4, 2016, ILRW's office hours will be Monday through Friday, 8 a.m. to 4 p.m.

Customer service representatives can be reached during these hours at (712) 262-8847.

*Office staff are available to make appointments outside of business hours, if necessary.*



<https://epay.4gov.com/ilrw>

**ILRW's online payment portal!**

***ePay now allows members to pay more than the balance on the screen to include non-utility fees that must be paid or pay in advance!***

For more information, contact ILRW at (712) 262-8847.

## Policy Highlights

### Meter Pit Access

- Customers and their contractors or plumbers are not allowed to access the meter pits.
- ILRW must be able to obtain entry to meter pits at all times. No objects should obstruct quick and easy access to the meter pits.

### Leak Checks

- Service call fees apply when ILRW is checking for a leak at a customer's service location.
- The member is responsible for repairing any leak occurring after their meter or curb stop (depends on location) and for all water that has passed through the meter.

### Seasonal Disconnection & Reconnection

- Seasonal disconnections and reconnections are performed on specific days of the week

depending on the service location.

- The cost is \$40.00, which includes both appointments.
- A \$75.00 fee applies if 24-hour notification is not given or the appointment needs to be performed on a day other than the specified day in the policy.
- Monthly minimums are still due during the months the account is on seasonal disconnection.

Your cooperation with our policies is greatly appreciated!



### Service Call Rate

\$45.00 per hour + mileage (IRS rate)

### Seasonal Disconnection & Reconnection

\$40.00\* (includes both appointments)

\*ILRW must have 24-hour notice and appointment must be performed on the designated day(s) of the week as set forth in policy.

ILRW strives to provide you with the highest quality of customer service products and these policies assist with ensuring that goal is met.

### For More Information

Contact our office at (712) 262-8847 for questions on the policies or for additional information.

## MONTHLY MINIMUM\$

## Member's Guide to Monthly Minimums

**Monthly minimums are required to be paid every month by customers, regardless of whether water is used or turned off for the winter.**

At Iowa Lakes Regional Water, the water rates are set up to pay back the money borrowed to build the project, known as debt service, and to cover the operation and maintenance costs of the wells, treatment, water towers, and distribution system. However, the monthly minimum represents only debt service

requirements that are owed to the lenders to make payments for the funding that built the system.

Each year the Board of Directors reviews fees and rates for all customers. In an effort to be fair to all and conform to commitments to our lenders, the Board considers a policy that avoids subsidization for one class of user by another class of user. It is for this reason, as well, that customers are not allowed to accumulate their usage and use it at a later date if they don't use it in a previous month.

# Annual Meeting Recap

## **Health of the Organization**

On July 30th, the 2015 Annual Meeting was held at ILRW's office in Spencer. The health and stability of the organization was shown through the reports presented to the members.

The financial reports and the auditor's report highlighted that ILRW is complying with all legal requirements. The manager's report and budget report of the past fiscal year's (April 1-March 31) evaluation and performance showed a positive growth in membership and a continued growth in the financial sustainability of the overall organization.

The board of directors and management are continuously monitoring where the organization is sitting financially to maintain a stabilized position. The board is very stern in their stand to provide the highest quality of products and services as possible at the lowest cost, while management constantly strives to carry out the goals of the organization.

## **Board Member Election**

Members voted to fill three seats on the board of directors. Steve Pohlman was re-elected to serve his second three-year term, William Moore to fill the remaining term of a retiring board member, and Denny Vaudt to serve his first three-year term.

## **Steve Pohlman**

Steve was raised in the Jackson area where he still resides. He

started his career in farming 40 years ago in Jackson County after attending South Dakota State University for one year. He and his wife, Marsha, have raised four children and have nine grandchildren.

Along with farming, Steve and his son operate a 4,000-head nursery.

It has been important for Steve to be active in the community. Steve is currently the treasurer for the Middletown Township Board. He has also become a Lay minister within the last three years.

When Steve's not farming or spending time with his children and grandchildren, he also enjoys running.

## **William Moore**

William was born and raised in Fort Dodge, Iowa. He attended college at Buena Vista University where his major was Religion and Philosophy and minored in Psychology and Music. He and his wife, Linda, have lived in Spirit Lake since 2000. They have one son, who is married and has two children.

William was a pastor for 30 years in the Presbyterian Church in Iowa, Pennsylvania, and California. He was very involved with mission projects and gained experience with budgets, construction, management, and communication through the ministry.

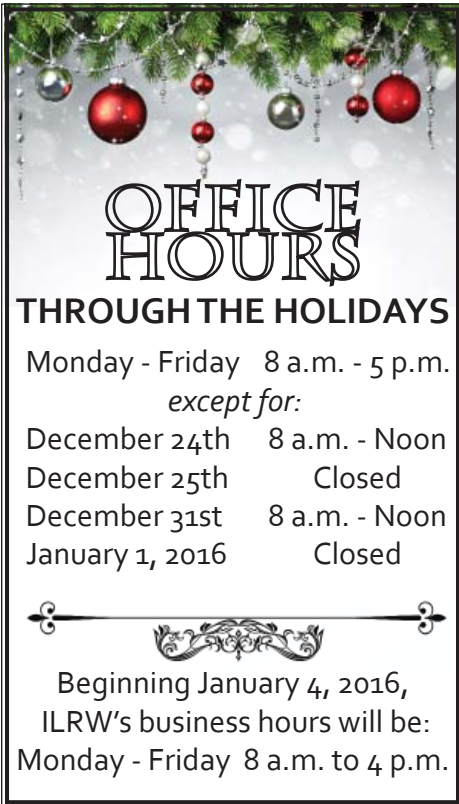
In 2000, he retired from the ministry, but not to quit working. William is currently a licensed



contractor, electrical contractor, home inspector, and owns a cabinet shop in Milford. When time allows, William enjoys boating and fishing.

## **Denny Vaudt**

Since 1970, Denny has resided in the Storm Lake area. Prior to 1970, he was from Boone, Iowa, where he attended high school and community college. After community college, Denny started pharmacy school at the University of Iowa. He left pharmacy school for army basic training and during the Vietnam War Era, Denny was an Iowa National Guard member, but was not activated for federal duty. Denny and his wife, Sue, now reside outside of Alta. They have raised three children and have five grandchildren. For 45 years, Denny has been employed with School Specialty. He has also previously served on the Storm Lake City Council for two and a half terms. In his free time, Denny enjoys outdoor activities including hunting, fishing, and golfing.



**OFFICE HOURS THROUGH THE HOLIDAYS**

Monday - Friday 8 a.m. - 5 p.m.  
*except for:*

December 24th 8 a.m. - Noon  
 December 25th Closed  
 December 31st 8 a.m. - Noon  
 January 1, 2016 Closed

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Beginning January 4, 2016,  
 ILRW's business hours will be:  
 Monday - Friday 8 a.m. to 4 p.m.



**Iowa Lakes Regional Water**  
 1301 38th Avenue West  
 P.O. Box 555  
 Spencer, IA 51301  
 Phone: 712-262-8847  
 Fax: 712-262-8241  
 Website: [www.ilrw.org](http://www.ilrw.org)

Iowa Lakes Regional Water is an Equal Opportunity Provider and Employer



**EMERGENCY Contact Information**

For water emergencies between the hours of 4:00 p.m. and 8:00 a.m. on weekdays and anytime on Saturday, Sunday, or holidays, please call 712-262-8847 to access ILRW's emergency information.

## Treatment Plant Maintenance Scheduled for Late Winter

### *Temporary Changes in Water Quality Expected*

Iowa Lakes Regional Water has scheduled routine maintenance on the water softening equipment at the treatment plant to begin in February. No water service interruptions are anticipated and members should expect only a short-term change in softness of the water.

Under normal operating conditions, water leaves the treatment plant with softness measured at 7 to 10 grains per gallon. Members may experience harder water quality that lasts for only a few days.

Signs of the change in water softness may include:

- White spots or powder on drying dishes or coffee pots
- Difficulty in lathering soap
- Soap scum on glass shower doors, shower walls, bathtubs, sinks, and faucets

If members experience the conditions listed above, it is important to note that these nuisances do not make the water unsafe. During the softening process, ILRW removes calcium

and magnesium from the water. These essential nutrients are not a public health hazard, but as their presence increases in water, users can visually see the effects of their greater presence. Therefore, even though the temporary annoyance of white spots on dishes and soap scum on plumbing fixtures may occur, the water remains safe to drink, cook with, and use for other household activities.

Annual treatment plant maintenance is performed by ILRW in order to keep all components of the treatment plant in top-notch operating condition and continue to provide the best quality of water as possible to you, the members of the system.

ILRW appreciates your patience and understanding with the changes in softness during this maintenance period and will perform the work as quickly as possible to restore the water quality. Members with any questions are encouraged to contact Kari at 712-262-8847.

### FAST FACTS

**27%**

Of the average daily water usage is from toilet flushing, according to the U.S. Environmental Protection Agency.

The average toilet uses 3 gallons per flush. (Source: <http://water.usgs.gov/edu/qa-home-percapital.html>)

