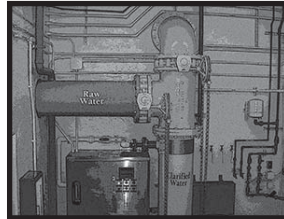


Iowa Lakes REGIONAL WATER MEMBER NEWSLETTER

January 2015

Treatment Plant Maintenance Scheduled for January *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 mid-January. 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-knotch 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 or Elizabeth at 712-262-8847.

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Annual Meeting Recap

The 2014 Annual Meeting was held on July 29th at the District Office in Spencer. Several reports were presented to members showing the health of the organization, as well as factors impacting the business.

The Independent Auditors' Report highlighted that ILRW is meeting all financial compliance requirements and the Manager's Report provided by Chief Executive Officer Randy Van Dyke showed the past year's system evaluation and performance. The report included hardship endured and emergency grant funds acquired for both the extreme cold weather event from December 2013 to April 2014 and damages from major flooding in June 2014. Van Dyke also explained that ILRW is still very much engaged in system expansion by adding approximately 100 new water members and continuing to assist Northwest Iowa communities with essential wastewater facilities, including the recent completion of construction in Melvin and LuVerne.

As management continuously monitors ILRW's strong financial position, this past year it was found to be prudent to refinance outstanding loans to provide membership significant cash savings. At the core of our mission statement, management and staff continue to strive for the highest quality product at the lowest cost, as well as the personnel and equipment needed to ensure the quickest response to member's needs.

Member's Guide to Service Line Responsibilities

Several questions sometimes arise from members when the words "service line" are used in reference to their rural water service.

A member's "service line" is the pipe carrying water from the meter to the home, building, or other fixed point, as chosen upon initial installation of the rural water service. However, there are some locations where the meter is located inside a home or building and the service line is the piping between the meter and the curbstop, which is a shutoff valve located near the mainline.

ILRW installs the mainline and service line for members upon sign-up and warranties it for one year. After the initial year, responsibility of service line maintenance and repairs is transferred to the member. This means members are responsible for the following list of items.

- Payment for all water recorded on the meter
- Leak detection and repairs
- Maintaining updated records of service line location
Only water mainlines (not service lines) are located when Iowa One Call or Gopher State One Call issues a locate ticket to ILRW for excavation being done in the area.

EMERGENCY Contact Information

For water emergencies between the hours of 5:00 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.

Seasonal Disconnect Policy Modifications

A couple of policy changes within ILRW's seasonal disconnection program were approved and implemented during the fall of 2014 that add more convenience for members in scheduling their winter disconnect and spring reconnect appointments.

A 24-hour notification has replaced the previous 48-hour notification requirement when scheduling the appointments to have water turned off in the winter and back on in the spring. ILRW operators have improved their efficiency and been able to perform more service calls in a shorter timeframe since ILRW began scheduling these appointments on specified days of the week based on location instead of covering a broader service area. Members now benefit, too, by having a shorter notification requirement.

Members utilizing the seasonal disconnection program are often times traveling a long distance and circumstances arise that do not allow for that member to schedule their appointment during office hours or on their set day of the week. **Therefore, if needed, members can schedule their appointment after hours, on a day other than what is specified for them in the policy for their location, or on weekends. A**

\$75.00 fee will apply to members choosing to use this option instead of the regular \$40.00 fee. The previous policy added \$75.00 to the standard \$40.00 fee and did not allow appointments outside of business hours.

The ILRW Board of Directors has also empathized with member concerns on the seasonal disconnection fees and have made an amendment to the program since its implementation. To allow for some leniency, the additional \$35.00 to the standard \$40.00 stipend can be waived the first time a member needs to utilize ILRW's services outside of business hours, on a non-specified day, or for same day appointments. This is known as the *One-Time Forgiveness* policy.

Some members have utilized their one-time forgiveness of the \$75.00 fee already. For others that have not, you will be able to use the waiver in a future instance, if needed.

ILRW appreciates member cooperation and understanding of the policies in place. The organization strives to deliver exceptional customer service to its users. More information on the Seasonal Disconnect Program can be found at www.ilrw.org/servicecalls.html.



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