

# Iowa Lakes REGIONAL WATER MEMBER NEWSLETTER

July 2014

## ILRW Annual Membership Meeting To Be Held

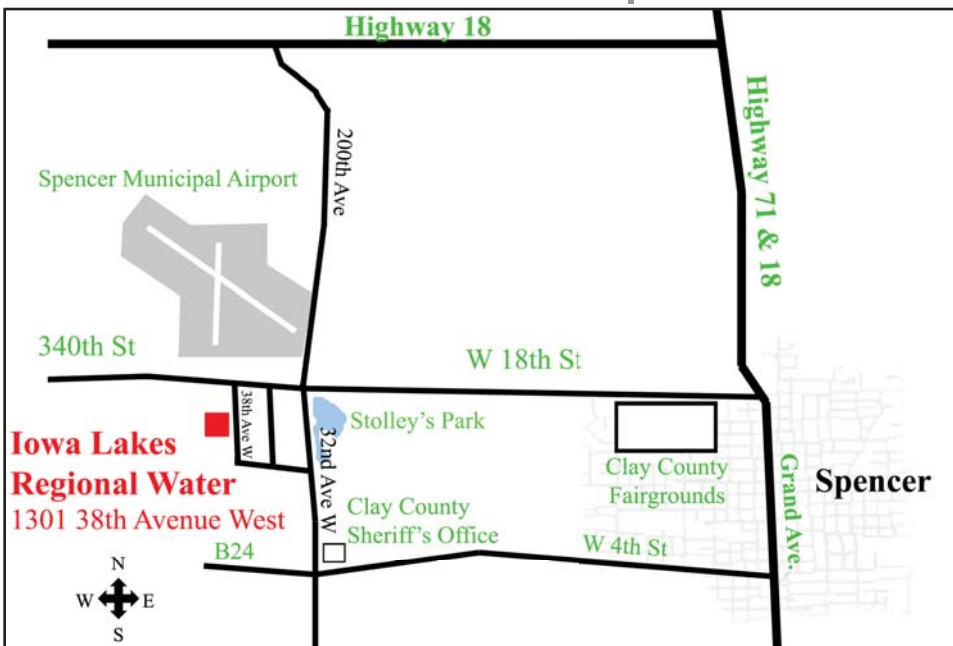
During the Annual Membership Meeting scheduled for Tuesday, July 29, 2014, reports to the membership will include information on financial reports and audit, manager's report, and Board of Director election.



### Iowa Lakes Regional Water Annual Membership Meeting Tuesday, July 29, 2014

A Free Dinner starts at 6:00 p.m.,  
(Hamburgers grilled by the Clay County Cattlemen)  
followed by the business meeting at 7:00 p.m.  
At the District Office  
1301 38th Avenue West  
Spencer, Iowa

**Agenda**  
Financial Reports & Audit  
Manager's Report  
Board of Director Election  
Door Prize Drawings



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## Join us at the ILRW Annual Membership Meeting

for your chance to win  
**DOOR PRIZES**  
from several businesses or the  
proxy ballot prize, a

**Microsoft Surface 2**  
64GB Windows Tablet  
with Microsoft Office 2013  
(see picture on Page 4)

To be eligible to win the door prize drawings, members must be present and registered before 6:30 p.m. on July 29, 2014. Need not be present to win the proxy ballot prize.

*Don't miss your chance to win!*  
**Send in your proxy  
ballot TODAY!!!**

## ePay & Online Payments | *Tips & Reminders*

The implementation of ePay as ILRW's online bill payment provider has brought forth changes to customers in the online payment process, including the setup of an account in ePay. If customer's are having issues in setting up this account or paying their bill through ePay, ILRW has provided some helpful tips to remember.

- A paper copy of your monthly bill is necessary to setup an ePay account, as it contains the Pin Number that is needed. *ILRW representatives do not have access to your pin number.*
- Type the ILRW Account Number in exactly as it appears on the monthly bill - using all capital letters, no spaces

or dashes, and include all 12 digits.

*It is also important to use all 12 digits of ILRW account number when paying online through your personal bank's website.*

- If you are paying an amount less than the balance due, you will need to click on the amount shown to enter the desired amount. A text box appears and allows you to change the amount.

If you are still having issues with setting up your ePay account or submitting payment, please contact ILRW at 712-262-8847 to have assistance in walking you through the process and resolving your issues.

## Looking To The Future | *Paperless Billing*

ILRW has received notification from several customers that they would be interested in paperless billing from ILRW.

Electronic delivery is currently not available, however, if you are

interested in ILRW moving in that direction and receive your monthly ILRW bill electronically in the future instead of in the mail, please contact Kari Graesing at 712-262-8847 or kari.graesing@ilrw.org.

## Be Reachable! *Update Your Contact Info*

Help ILRW help you. Notice of important rural water issues and your account are mostly done through a phone call from our office. ILRW uses the phone numbers stored with each account to reach the contact person(s) regarding concerns with high usage, water outages, and for delinquent/disconnection notices.

In order for ILRW to provide advance or immediate notifications to customers, updated contact information must be in the computer system. Two phone numbers can be stored for *each* owner, bill recipient, and service address.

Phone numbers are not sold or given out to third parties.

To verify the phone number(s) associated with your account number, please contact our office by calling 712-262-8847 or you can send an e-mail to kari.graesing@ilrw.org.

### 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 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.

# Nominating Committee Report

## 2014 Board of Director Election

As part of the Annual Membership Meeting, the Board of Director election will be held. The Nominating Committee recommends to the membership Kerry Brown and Rich Jordet, both of whom will be new to the board and looking to serve their first three-year term.

### Kerry Brown



As no stranger to the rural water organization, Kerry Brown, has the ability to bring her familiarity and know-how to the board with her strong accounting and business background.

Kerry's skills and expertise in accounting and business practice come from her education and experience. She obtained her degree in Accounting from Buena Vista University and currently works with her husband, Brad, running their own business, Brown Fertilizer, out of their home in Webb, Iowa. Kerry takes care of everything from accounting to public relations for their business. Prior to co-ownership of Brown Fertilizer, she worked at Iowa Lakes Regional Water in accounting for five years.

The busy life of running a business, raising three children,

and attending their activities keeps Kerry on-the-go, but, as a very family-oriented person, she loves being around her family. Kerry still manages to make time for other life enjoyments of hers, though. Horseback riding, camping, boating, and traveling are still a big part of Kerry's down-time with her family.

Coming onto the Board of Directors, Kerry would already know the expectations of being a board member and understand much of the information being presented to her, as she previously sat on the other side of the table as a staff member.

### Rich Jordet



Rich Jordet is his name and game is his game. Wildlife and nature fulfill Rich's life in both work

and play, but he is now looking to expand his horizons a little and learn more about rural water by serving as a board member of Iowa Lakes Regional Water.

For the last 29 years, Rich has worked for the Iowa Department of Natural Resources and for the last 12 years has held the title of District Law Enforcement Supervisor within the IDNR. Rich deals with a wide-range of issues ranging from warning boaters about no-wake zones on lakes to deer poaching in his role of supervising IDNR patrol officers and is responsible for employees, budgets, and equipment for several counties.

A love for wildlife and the outdoors, along with his education and experience along the way have provided a great base for him in his career. Rich earned a degree in Wildlife Management from the University of Minnesota in 1977 and enjoys hunting and fishing in his spare time. He is also a member of the Isaac Walton League, Pheasants Forever, and Ducks Unlimited.

Rich and his wife, Nancy, live in the Wallingford area and have raised 2 daughters.

Rich's experience with working for a government organization and current job duties would allow for a smooth transition to being a board member.

# PROXY BALLOT

Please return this ballot to Iowa Lakes Regional Water by July 29, 2014. *Mail to:* ILRW, P.O. Box 555, Spencer, IA 51301.

## BOARD MEMBER ELECTION

**Please print.** Your name and account number must be present and legible on the ballot to be eligible to vote and entered for the proxy prize drawing.

I, \_\_\_\_\_ (name) of Account Number \_\_\_\_\_, being recognized as a “participating member” of Iowa Lakes Regional Water, do hereby authorize the Secretary of the ILRW Board of Directors to cast my vote for the following persons to serve as board members of Iowa Lakes Regional Water, as indicated below and described on page 3.

Two board positions are available.

**Please vote for two persons.**

- Kerry Brown
- Rich Jordet
- \_\_\_\_\_ (write-in)
- \_\_\_\_\_ (write-in)

**Ballot must be received by 12:00 p.m. on Tuesday, July 29, 2014 to be eligible to win a**

**Microsoft Surface 2**

**64GB Windows Tablet with Microsoft Office 2013**



**Need not be present to win.**

## RSVP FOR ANNUAL MEETING

Will you be attending the ILRW Meal & Annual Membership Meeting on July 29, 2014?

(Please circle one option)

Yes      No

If yes, how many persons will be attending? \_\_\_\_\_

## ILRW USE ONLY

*For completion by Secretary's Designee*

Membership Valid:    Yes    No

Membership Account Number: \_\_\_\_\_

ILRW Signature: \_\_\_\_\_