

2024 ANNUAL REPORT INFORMATION

FROM THE CHIEF EXECUTIVE OFFICER



We are pleased to present to you this annual report highlighting the Iowa Rural Water Association's activities for 2024. Please take a moment to review this report and note our many accomplishments throughout the past year.

First and foremost, **we would like to thank all members of the Association—our Rural/Regional and Community Members, Associate Members, Non-Community and Individual Members.** We are blessed with a very loyal and stable membership base. As a member of the National Rural

Water Association (NRWA) we are able to provide many exclusive services to water and wastewater systems throughout Iowa. As such, we have dedicated, experienced professional field staff members who will come out to your system and provide on-site services at **no cost to you or your system.** We can provide these services due to sub-agreements from NRWA funded by **USDA-Rural Development, USDA-Farm Service Agency** and the **US-Environmental Protection Agency.** We are grateful for the **technical assistance and training funding provided through these federal agencies.** These funds provide our staff with the opportunity to offer quality technical assistance to our membership and every public water and wastewater system in Iowa. Because these programs traditionally cost more to operate than the grant funding received, membership dues and conference revenues help offset the excess costs in order to continue to make these programs available to you.

2024 was a successful year at IRWA. We provided 247 hours of CEU training events across the state on technical, managerial and financial topics. Program personnel held multiple single-day training events throughout the state to bring training to the operators rather than them having to travel great distances to achieve CEU's. Our Conferences—Annual, Okoboji and Dubuque were all held in person. Our Annual Conference was very well attended in 2024 with 440 attendees participating in some form or another. IRWA provided 50 total hours of CEU eligible classes as part of all three certification categories. Okoboji and Dubuque Fall Conferences provided in-person training to operators, managers and industry professionals. These fall conferences continue to grow in popularity and we are having some venue growing pains, but it is a great problem to have. **We really appreciate our attendees, speakers, vendors and sponsors of these events.**

Each year, we invite water utilities to take advantage of our free member service web site—lowaCCR.org—to upload their annual Consumer Confidence Report instead of mailing it to customers or publishing it in the newspaper. This service can save a public water utility thousands of dollars each year in printing, staff time and mailing costs.

In addition to now housing the Iowa Rural Water Scholarship program, the Charitable Foundation is working with a water and wastewater industry group initiative to provide internships for students to learn more about careers in the water and wastewater industry, which is named Water in Progress. In 2024 this program had 4 participants. Various systems all hired an intern for the summer to work and learn about various water and wastewater duties that utilities face. The scholarship committee awarded twelve scholarships to eligible applicants

throughout the state in 2024. **Due to the generosity of the CoBank Sharing Success Program and participating rural water systems, donations from this effort continue to significantly fund the IRW Scholarship program.**

Our direct to water customer magazine named *Quench* had 8 participating systems in 2024. *Quench* provides a full-color, customizable magazine that water utilities can have mailed to their customers highlighting system specific information as well as general interest articles related to the water industry in Iowa. IRWA continues to loan out generic, professional looking displays that utilities can use at educational events, county fairs, annual meetings, etc. The display items are free to borrow and can be checked out on a first come basis. Both of these efforts are the result of the IRWA PR Committee. Throughout 2025 the PR Committee will continue working on developing additional marketing materials that water and wastewater utilities can use across multiple media platforms.

Over the last few years we have offered an increasing number of affinity programs as a benefit to our membership. Many utilities in Iowa take advantage of the **Ford and Chrysler Fleet Discounts** available to IRWA members, but due to the continued challenges of the vehicle market the Ford program was not honored in 2024. We also offer line repair and water loss insurance through **ServLine** and web site design and hosting through **Rural Water and Municipal Impact.** We partner with **CoBank** to offer discounted financial services to utilities.

The Annual Sportsman's Raffle was a success in 2024. Total proceeds from the event were \$6810 which shows the fantastic support of this event. Thank you to Katie Bohrman for heading up this event in 2024 and thanks to all who participated. The proceeds have been used in the past to purchase much needed equipment to loan out to water and wastewater systems across the state. We were also very fortunate to end the year on a **Positive Financial Note.**

During 2025, as we celebrate IRWA's 50th year, we will continue to offer you the services you have come to expect from IRWA. If you have received assistance from IRWA in any way, **please consider sending in a letter of support for our programs.** It doesn't have to be fancy---just a paragraph or two explaining how the program(s) assisted your utility or provided you training to perform your job better. **Your support letter can be typed or hand-written.** We would really appreciate hearing about your support for these programs.

As Iowa's water and wastewater leader in training and technical assistance, **we look forward to serving you in 2025.** Our mission is to provide the highest quality leadership in the support of Iowa's water and wastewater industries through the provision of technical assistance, training and education, legislative, regulatory and public affairs, and assistance in economic development and financing activities.

The IRWA Board of Directors and staff thank you for making 2024 an outstanding year. If you have any questions, concerns or ideas, please do not hesitate to share them with us. **We value your input. Remember—IRWA is your organization!**

Scott Shover, Chief Executive Officer

MEMBERSHIP

ASSOCIATE 183 COMMUNITY 634 REGIONAL 18 NON COMMUNITY 10 INDIVIDUAL 20

TRAINING SUMMARY

Water and wastewater utilities of all sizes across the state rely on IRWA for their training needs. Each year, IRWA provides hundreds of hours of CEU eligible water and wastewater training in addition to Board, Manager, financial and administrative training.

HOURS	EVENT	ATTENDEES
50	Annual Conference.....	440
20	Okoboji Fall Conference.....	281
20	Peosta/Dubuque Fall Conference.....	258
105	Water Treatment/Water Dist.....	386
52	Wastewater.....	186
157 hours	Total One Day Training Session Attendees.....	572
90 hours	Total Conference Attendees.....	979
	Grand Total Attendees.....	1,551
	Total CEU Hours offered.....	247

TECHNICAL ASSISTANCE

The IRWA field staff members who provide on-site water and wastewater technical assistance to utilities across the state are a key component of IRWA's success. During 2024 they accomplished:

- **3** Source Water Protection Plans which helped protect **10** Drinking Water Sources
- **28** Energy Assessments were made as part of a new program in Iowa
- **1,711** On-Site Technical Assistance Contacts
- **2,666** On-Site Technical Assistance Hours