

2023 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 2023. 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 can 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 are able to 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.

2023 was a successful year at IRWA. We provided 300 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 2023 with 398 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—IowaCCR.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 2023 this program had 18 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 five scholarships to eligible applicants

throughout the state in 2023. **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 2023. 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. Throughout the year we continued to make improvements to QUENCH to improve the look and production of the magazine. 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 2023 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 challenges of the vehicle market the program was not honored in 2023. 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 2023. Total proceeds from the event were \$5355 which shows the fantastic support of this event. Thank you to Patrick Harrington for heading up this event in 2023 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 2024, as we celebrate IRWA's 49th 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 with training to perform your job better. Your support letter can be typed or handwritten. 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 2024.** 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 2023 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 179 COMMUNITY 640 REGIONAL 17 NON COMMUNITY 8 INDIVIDUAL 12

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.....	369
20	Okoboji Fall Conference.....	300
20	Peosta/Dubuque Fall Conference.....	217
131	Water Treatment/Water Dist.....	533
79	Wastewater.....	180
210 hours	Total One Day Training Session Attendees.....	713
90 hours	Total Conference Attendees.....	915
	Grand Total Attendees.....	1,628
	Total CEU Hours offered.....	300

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 2023 they accomplished:

- **3 Source Water Protection Plans** which helped protect **8 Drinking Water Sources**
- **40 Energy Assessments** were made as part of a new program in Iowa
- **1,754 On-Site Technical Assistance Contacts**
- **2,846 On-Site Technical Assistance Hours**

REGIONAL EQUIPMENT FACILITIES

CITY OF MARCUS
712.376.4715

CITY OF OAKLAND
712.482.5504

CITY OF WAVERLY
319.352.6261

IRWA-NEWTON
641.787.0330

CITY OF CLARION
515.532.2847

CITY OF WASHINGTON
319.653.2764

CITY OF POSTVILLE
563.380.3895