

We live and work in a little piece of paradise, and DWU is intent on doing our part to keep it that way.



DESTIN WATER USERS INC.

# CONNECTIONS



WINTER 2018



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## A MESSAGE FROM THE GENERAL MANAGER

When the winds begin to blow and the trees begin to fall, who you gonna call? Well, it won't be the Ghostbusters, but in Florida, call FlaWARN.

Florida's Water/Wastewater Agency Response Network is the formalized system of "utilities helping utilities" to address mutual aid during emergency situations. The project's infrastructure consists of a secure web-based data bank of available resources and a practical, mutual

aid agreement designed to reduce bureaucratic red tape in times of emergency. The goal of FlaWARN is to provide immediate relief for member utilities during times of emergencies. The purpose is to get personnel with the necessary tools and equipment that can both assess and assist the impacted water and wastewater system as quickly as possible by whatever means necessary until such time that a permanent solution to the devastation may be implemented.

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## Message from the GM continued

In responding to many natural disaster emergencies in 2005, FlaWARN demonstrated that a network of “utilities helping utilities” is the best method for responding to the immediate water and wastewater damage caused by natural disasters. By combining a mutual aid network with a security information collaborative, FlaWARN has been able to cover all aspects of both natural and manmade emergency assistance.

FlaWARN was modeled after an emergency response network in California named CalWARN, California Water/Wastewater Response Network. CalWARN was designed as a strictly mutual aid assistance network. By combining mutual aid network with security information collaborative, FlaWARN has been able to cover all aspects of both natural and manmade emergency assistance.

Destin Water Users (DWU) is a member of FlaWARN and we have been active in the organization since its inception. In fact, former General Manager, Richard Griswold, was involved in the effort to create FlaWARN and he helped to expand WARN throughout the Southeast.

Regarding responses, DWU helped with Hurricanes Katrina, Wilma, Rita, and Irma. We sent crews to Madison, Alabama after tornadoes damaged that area and we were ready to respond to Hurricane Harvey this past summer.

During Hurricane Irma, 90 percent of the water and sewer utilities in Florida were impacted. We were part of the 10 percent who did what we could to help the state recover. We sent four trucks, three generators, one bypass pump, and eight technicians making up four two-man crews to assist JEA in Jacksonville. Once we completed our work for JEA, we sent two crews to Orange City and one

crew transported equipment from Jacksonville to Gainesville to be deployed further south in the state. In addition to the crews, we sent personnel over to Tallahassee to help in the operations center since they had become overwhelmed due to the excessive number of requests for assistance that they were processing.

We are proud to be part of this network of utilities helping utilities. We were one of the first recipients of this mutual aid network during Hurricane Dennis in 2005 and we have since been able to give back to other utilities. FlaWARN and the national WARN network is not as visible as the electrical utility support infrastructure, but we are just as effective. Through our mutual aid agreements, we can avoid the red tape and get right to work fixing the problems that are limiting recovery in a community, or in the immortal words of Larry the Cable Guy, we “Git-R-Done.”

**LOCKWOOD WERNET**  
General Manager

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## Drinking Water Quality - Lead



In Destin, and most of the surrounding area, our sole drinking water source is groundwater from the Upper Floridan Aquifer, a deep underground limestone aquifer protected from surface water influences by a confining layer. Destin Water Users (DWU) customers can rest assured that any lead detected in our system is naturally-occurring. Due to the nature of our water source, it is sparsely found.

During the last round of routine source water sampling, which was performed in August 2017, naturally occurring lead was only detected in two of our six wells in very low levels at 1.2 and 2.9 parts per billion, which is less than 20 percent of the allowable limit.

DWU also performed a random sampling this past August at 30 of our customers' homes that were built before 1986. All those results were found to be well under the established guideline. Ranging from undetectable to 4.6 parts per billion, none of our residential results were above the action limit for lead in our drinking water system.

DWU is monitoring our water supply for lead as required by state and federal regulations. **We report our findings annually in our Water Quality Report (<http://dwuinc.com/advisory-notices/dwu-water-quality-report/>)** and are proud to report that lead in the water supply is not a threat to public health for the members of DWU.

 Find us on **Facebook!**

# EMPLOYEES OF THE MONTH



**SEPTEMBER 2017**  
Kimberly Wright



**OCTOBER 2017**  
Jessica Law



**NOVEMBER 2017**  
Jeff Justy



**TOM WEIDENHAMER, PRESIDENT**

## Message from the **PRESIDENT**

to address some issues with our system infrastructure along Highway 98 west of Main Street in advance of the FDOT's proposed resurfacing project. When you are not on Highway 98, you might see us doing work to upgrade some of our smaller diameter water lines.

Other work that you may see us performing while you are out about town is work on the 80 plus lift stations that we maintain as part of our sewer collection system. A lift station is a pumping station that collects and then pumps wastewater to the George French Water Reclamation Facility for treatment. Each year we evaluate our lift stations and then, based upon age, repair history, and condition, we plan work to replace our older pumps, control panels, and piping.

If you were to come by the George French Water Reclamation Facility, you would be able to see the numerous projects we have going on out there. We have a contractor starting work to upgrade the motor control center in the CUBE building, which is currently the oldest electrical system on the plant. We will begin work at the first of the year to install a new disc filter for treatment of reclaimed water that will replace our sand filters. We also have work scheduled to improve our odor control system, upgrade pumps,

add aeration, supplement the treatment process in our oldest oxidation ditches, and expand our plant automation.

This list of work is not complete as we have approximately \$8.4 million of capital improvement, repair, and replacement projects scheduled for 2018, but I hope it gives you a sense of the scope of work we will be undertaking this year. The core values of Destin Water Users are vision, quality, and stewardship, in which I believe the work we have planned for the coming year shows that we are living up to our core values. We have a vision for the future and the work we need to do to get there. We are ensuring the quality of our operations by making the improvements needed to guarantee that we are the best we can be. We are being good stewards of the resources we have been provided to ensure that we provide our members with safe and reliable drinking water and properly treat and dispose of their wastewater.

In summary, we are living up to our mission statement: "We live and work in a little piece of paradise, and DWU is intent on doing our part to keep it that way."

*Tom Weidenhamer*

This past year, our work schedule has been preoccupied with relocating our water and sewer lines along Highway 98 in advance of the Florida Department of Transportation's (FDOT) widening project. Our relocation work is complete, but we expect to keep a presence along the highway, as we will need to make minor adjustments to accommodate the highway contractor's work. Additionally, we anticipate that there may be times when service to businesses along Highway 98 might be interrupted because of the construction activity and we encourage you to contact us when this happens so we can address your concerns in a timely manner.

We will be doing additional work on our water and sewer lines in the right-of-way around town this coming year. We are in the process of getting a bid to make repairs to our gravity sewer lines. This will be a multi-year contract to complete repairs we identified in our sanitary sewer evaluation. We also plan



**DESTIN WATER USERS, INC.**

P.O. Box 308  
Destin, FL 32540-0308

**OFFICE HOURS**

The DWU office is open Monday through Friday  
7:30 a.m. – 4:30 p.m.

**PHONE NUMBERS**

Administrative Office – Bill Payment Questions and Concerns  
(850) 837-6146

Emergencies, Nights, Sundays and Holidays  
(850) 837-6551

**PAYMENT OPTIONS**

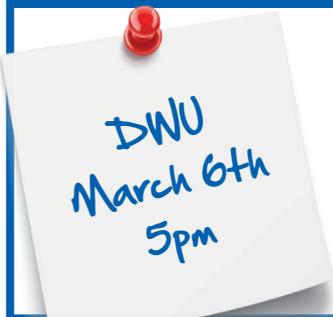
Running late? Pay your DWU bill over the phone! We accept MasterCard, Visa and Discover. Contact a Customer Service Representative for more information. You can also pay your bill online at [www.dwuinc.com](http://www.dwuinc.com)

**WANT YOUR MONTHLY BILL PAID AUTOMATICALLY?**

We can do it! Visit Customer Service and complete an electronic transfer form. The automatic bank draft option is easy and it saves you time... your bill will be paid with no worries!

**PAY ONLINE**

**WWW** Paying your DWU bill is easier than ever! Simply go online to [dwuinc.com](http://dwuinc.com) and click "Payment Options" at the top of the page. It will take you to the correct location and provide instructions on getting set up for this convenient payment method.



### Notice of Annual Meeting

The Annual Meeting of Destin Waters Users, Inc. will be held on Tuesday, March 6th, 2018, starting at 5 P.M. in the Board Room at the DWU Main office located at 218 Main Street. Reports concerning the status of the Corporation will be presented by the President, Treasurer and General Manager. Results from the recent election will be announced and the DWU Employee of the Year will be recognized.

All members are welcome and encouraged to attend.

**Destin Water Users Board of Directors**

