

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



CONNECTIONS



FALL 2018



A MESSAGE FROM THE GENERAL MANAGER

Imagine A Day Without Water

October 10, 2018 is the Fourth Annual Imagine a Day Without Water, sponsored by The Value of Water Campaign and supported by water and sewer industry leaders. Imagine a Day Without Water is a national education campaign to engage stakeholders, public officials, and the general public about how water is essential, invaluable, and needs investment. Please read our unified message.

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Message from the GM Continued

Most Americans take water for granted. They turn on the tap, and clean water flows out. They flush the toilet, and dirty water goes away. Most Americans hardly think twice about the infrastructure that brings water to their homes, and safely returns water to our environment – but they should. The reality is, our water infrastructure is aging and failing. While most Americans cannot imagine a day without water, there are many communities that have lived, and are living, without water because they don't have access to safe and reliable water systems. As citizens go to the polls this fall to vote in the midterm elections, the next wave of lawmakers from state legislatures to the nation's capital need to make water a priority so no American has to live or imagine a day without water again.

A Day Without Water = Crisis

A day without water is a public health and safety crisis. It means no water to shower or flush the toilet, and no water to drink or cook with, no water to do laundry or dishes. A single nationwide day without water service would put \$43.5 billion in economic activity at risk and would make it impossible for doctors, firefighters, and farmers to serve our communities. Our water infrastructure supports every facet of our daily lives, but our water infrastructure is facing incredible challenges. Demographic and climate pressures, such as increased natural disasters, drought, flooding, and wildfire, threaten our infrastructure and increase the possibility of a day without water. These challenges look different to different communities and will require local solutions, but it's clear that reinvestment in our water systems must be a national priority.

Reinvestment in Water Infrastructure = Opportunity

The good news is that closing our nation's water infrastructure gap would generate over \$220 billion in total annual economic activity, create and sustain over a million jobs, and guarantee our public health and environmental safety. Americans widely support increased investment in our nation's water infrastructure. National polling shows 88 percent of Americans support increasing federal investment to rebuild water infrastructure, and 75 percent of Americans want Congress to invest in our nation's water infrastructure before our systems fail. No other issue facing our public officials has such a broad consensus, and 2018's elections represent an opportunity to make sure water is top of mind for candidates and to vote for leaders who share our values.

Strong Leadership on Water = Secure Future

This fall, Americans will vote for all 435 seats in the House of Representatives, 35 Senate seats, 36 gubernatorial races, and countless state legislature and local races. Candidates should put water infrastructure on their agendas and share their plans for closing the water infrastructure gap and protecting our health, safety, environment, and economy. Public officials at the local, state, and national level must prioritize investment in water and build stronger water and wastewater systems. Investing in our water is investing in a future where no American will have to imagine a day without water.

LOCKWOOD WERNET

General Manager



Director Elections

Destin Water Users, Inc. is a member owned not for profit cooperative utility. The business of the corporation is to construct, maintain and operate a water and wastewater system for its members. The business affairs of the corporation are overseen by a nine-member Board of Directors elected from the membership of the corporation. The Directors are elected to staggered three year terms. The Board members meet monthly to conduct their regular business and they also meet in special session from time to time to conduct business of the various subcommittees of the Board. The Directors receive no compensation for their services.

Elections for the Board of Directors are held annually. Candidates for Director are nominated by members of the corporation. Secret ballots will be mailed out around the first part of the new year and the election results will be announced at the annual meeting in March.

If you or someone you know is interested in serving on the Board of Directors, please go to our website, www.dwuinc.com, for details on how to nominate a director.

EMPLOYEES OF THE MONTH



JUNE 2018
Christopher Schaefer



JULY 2018
Monica Autrey



AUGUST 2018
Morgan Phillips



TOM WEIDENHAMER, PRESIDENT

Message from the **PRESIDENT**

Advanced Metering Infrastructure

AMI is here. You ask what is AMI? Well, it is not the American Meat Institute, Area Median Income or Acute Myocardial Infarction; it is Advanced Metering Infrastructure.

In 2011, Destin Water Users began a meter change out program to replace our aging meters. This is a typical venture for utilities to ensure reading accuracy and to replace aging infrastructure, but we also did it to comply with pending federal regulations calling for the elimination of brass fixtures in the water distribution system.

For the replacement, we chose meters that were compatible with our existing radio read system. In other words, the meters we chose send out a signal that can be read by our radio receiver as we drive-by to read them each month. But the meters also had additional features that made them attractive. First, they had fewer moving parts which

made them less susceptible to failure. Second, they were smart meters which means that they can retain information on water usage that could be retrieved at a later date. Third, they could be incorporated into an advanced metering infrastructure system.

We have recently completed installation of our AMI system. We installed antennas on two of our water towers and base stations at each of those locations. The base stations receive the readings from the individual water meters in our system and transmit that information directly into our network.

The beauty of the AMI system once it is fully functional is that it transmits information from the water meters into our network continuously throughout the day logging hourly consumption. Therefore, we can monitor what is happening with your water meter on a daily basis. Additionally, we can set parameters for typical use and the system will notify us when there is a problem such as no usage or high usage.

Right now, with our monthly meter reading schedule, we don't know that there is a problem with a meter until the next reading which is a 30-day delay. With the AMI system, we will know within

24 to 48 hours if there is a problem with a meter. This will ultimately reduce the amount of water lost to leaks. Additionally, we will be able to tell our members when and how much water is flowing through their meters which will help them identify the problem.

In 2019, we plan to roll out a customer portal for our AMI system. Customers who sign up for the portal will be able to view their consumption, monitor their usage and set alerts for possible leaks. According to an article from the Journal AWWA, customers that access the customer portal are less likely to have a leak and repairs are made more quickly. Please keep an eye out for this opportunity to sign up for the customer portal.

This is just another example of your Destin Water Users Board of Directors looking at ways we can use technology to better serve our members. The mission statement of DWU is: We live and work in a little piece of paradise, and DWU is intent on doing our part to keep it that way. We think AMI is an example of us doing our part to preserve this paradise we call home.



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

Balance Inquiry and to Pay by Credit Card
(855) 708-3786

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

PAYMENT OPTIONS

Running late? Pay your DWU bill over the phone! We accept MasterCard, Visa, Discover and American Express. You can also pay your bill online at 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



Paying your DWU bill is easier than ever! Simply go online to 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.

Reef Material

DWU is currently removing concrete from one of its treatment facilities as part of a planned upgrade. The waste concrete slabs are being donated to the Okaloosa County Reef Building Program to be used to build artificial reefs for recreational diving and fishing. Just another example of DWU living out its 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.



Destin Water Users Board of Directors



Tom WEIDENHAMER
President



Jim FOREMAN



Ames HUDSON



Jim LINK



Jimmy NEILSON
Vice-President



Rick SCALI
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Sandy TRAMMELL



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