

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



CONNECTIONS

DESTIN WATER USERS INC.



SUMMER 2016



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A MESSAGE FROM THE GENERAL MANAGER

You may have driven down Highway 98 in recent weeks and wondered what is going on with all of the construction along the side of the road. The answer is utility relocation.

The Florida Department of Transportation has plans to widen all of the four lane sections of Highway 98 to six lanes from Airport Road out to the Silver Sands Outlet. As part of their road widening project, they will be making drainage improvements along the way. The road widening project will begin in 2017, but before that work can be done all of the

existing utilities need to be relocated out of the way of the impending road construction. Therefore, all of the utilities including water, sewer, gas, electric, telephone and cable will be busy taking steps to relocate their facilities during the next year.

DWU will be relocating approximately 2.3 miles of pipe. The pipes that DWU will be relocating include water lines, sewer lines and reclaimed water lines. The pipes range in size from 8 inches to 16 inches. As part of the relocation project, DWU will be installing five interconnects between

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Highway 98 UPDATE

pipes located in the northern and southern right-of-ways of Highway 98. Three of these interconnects replace existing lines and two of them are new. These interconnects help to prevent interruption in service to our members should a section of pipe be taken out of service due to damage or maintenance.

Another thing that DWU is doing to prevent interruption of service is installing approximately 40 insertion valves. Insertion valves are a specialty gate valve that can be inserted into a line while it is under pressure. Since pressure is never lost during the installation, we do not have to shut off service to our members. Additionally, we are installing more valves along the way to help isolate sections of pipe for repairs or maintenance. This work will shorten the lengths of pipe that need to be shut down for repairs or maintenance in the future and reduce the number of customers impacted when this type of work is performed.

Since the project required us to dig up and touch most all of our pipe between Airport Road and the County line, we evaluated the existing lines to determine if we should replace them or make changes. In some locations, we found that we had multiple lines that were placed in service through the years as our system grew to the east. We consolidated those pipes to a larger pipe size to improve the efficiency and operation of our system.

In conjunction with the Highway 98 relocation, we are also doing two additional projects that connect to Highway 98. We decided to include these projects as part of the Highway

98 job to reduce the mobilization costs and to take advantage of quantity material purchases.

The first additional job is installation of an 8 inch water line. This water line will run approximately from Commons Drive South to Highway 98 along the western right-of-way of Airport Road. We have an existing line in this location, but we've had problems with multiple leaks showing up in this line through the years. As a result of our concern for the long term integrity of the line, we have decided to replace it.

The other project is the installation of a new 12 inch force main that will run from Indian Bayou Drive and Highway 98 to the intersection of Commons Drive and Airport Road. The force main is a pressurized sewer line that conveys wastewater from the Crystal Beach area to the George French Wastewater Reclamation Facility. This line is needed to provide redundancy and added capacity.

The total cost of all three projects including the Highway 98 Widening, the Airport Road Water Line and the 12 Inch Force Main is approximately \$4,000,000. We had originally budgeted \$5,000,000 to cover the cost of these projects. We have a reliable contractor performing the work and we are comfortable in stating that we anticipate that they will complete the work on time and in budget. Please bear with us as the work will not be completed until March 2017. I hope that we have answered your questions about what is happening on Highway 98.

LOCKWOOD WERNET
General Manager



Annual Water Quality Report

DWU strives to provide you safe and reliable drinking water. Please go to

<http://dwiinc.com/waterreport.pdf>

to view your 2015 Annual Water Quality Report and learn more about your drinking water. This report contains important information about the source and quality of your drinking water.

If you would like a paper copy of the 2015 Annual Water Quality Report mailed to your home, please call (850) 837-6146.

 Find us on **Facebook!**

EMPLOYEES OF THE MONTH

(from left to right)

MARCH 2016 Jason McGlaughlin

APRIL 2016 Rachel Boyles

MAY 2016 Erik Raff



TOM WEIDENHAMER, PRESIDENT

Message from the **PRESIDENT**

“Don’t put that down the drain!” Have you ever heard those words before? Maybe you heard it at a relative’s house that was on a septic tank or they had old plumbing. You’ve possibly heard it while traveling to another country or you may have seen it on a sign in a public restroom. There is good reason for the warning because not all waste should be thrown down the drain.

Last year, we told you about FOG – Fats, Oils and Grease – and how pouring that down the drain can contribute to sewer backups. We explained that when FOG is washed down the sink, it cools and sticks to the inside lining of sewer pipes. The accumulation of this grease can cause clogs in the sewer pipes, which may lead to Sanitary Sewer Overflows (SSOs). We also explained that we’ve seen FOG accumulate on equipment in our lift stations and it has caused upsets at the plant, disrupting the treatment process.

We continue to urge you to put your

sewer lines on a fat-free diet and be careful when disposing of fats, oils, and grease (FOG) after cooking. To keep FOG out of sewers, DWU suggests scraping all food scraps from pots, pans, cooking utensils and dishes into the trash before washing or rinsing the dishes. We have reinforced this message on our Facebook page explaining how to dispose of FOG during the past year.

In addition to FOG, the other things that should never be put down the drain are non-dispersible or non-flushable items. Things such as feminine hygiene products, personal hygiene wipes, single-use floor mop pads, dental floss, single use toilet cleaning pads, protective undergarments, anti-bacterial surface cleaning wipes, paper towels and other similar products.

The problem with these non-dispersible and non-flushable items is that they don’t break down when they are flushed down the drain. Unlike toilet paper which is designed to breakdown and disperse in the waste stream, these items are not readily degradable. To make it even more confusing, many of these items are labeled as flushable because they pass through the domestic

toilet and drainage-line system and they can be transported by the wastewater conveying system; however, they are not truly compatible with the wastewater treatment system.

These fibrous products get twisted and torn into long, knotted rope-like systems that look like rags or your traditional rope mop. These rags get caught on the impellers of pumps in our lift stations and at the plant, decreasing the efficiency of the operation of the pumps. Typically, the rags gradually build up on the impellers of a pump until the pump stops working. The majority of all pump failures in our system is directly caused by non-dispersible and non-flushable items.

This problem is not unique to DWU; it is universally experienced wherever these products are sold. The wastewater industry in trying to work with manufacturers of these products to address this problem, but we need some help from you, our members. Therefore, we ask that you “don’t put that down the drain!”

Tom Weidenhamer



DESTIN WATER USERS, INC.

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

OFFICE HOURS

The DWU office is open Monday thru 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

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 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.

PAY BY PHONE

DWU has a new payment option that allows you to check your account balance and pay your bill over the phone 24/7. Call 1-855-708-3786 to access this service. Once you call you can get account information or pay your bill over the phone with a credit card. To access the service, you will need to have your Web ID number available. This

number is printed on your bill in the top banner and at the bottom on the return receipt.

This new service, rolled out in January of this year, offers direct access during call outs. If you are running behind on paying your bill, DWU has a call out service to remind you that payment is

due. During the call out, you can follow the prompts to access the phone payment option.

Please remember that any credit card payment placed over the phone or through our website may take two to three business days to post to your account.

Destin Water Users Board of Directors

