

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



FALL 2021

## A MESSAGE FROM THE GENERAL MANAGER



GM Message	1
Director Elections	2
Employees of The Month	3
Message from The President	3
Website Payments	4

### ***Should I be concerned about lead in DWU's drinking water?***

In 1991, EPA published a regulation to control lead and copper in drinking water. This regulation is known as the Lead and Copper Rule (also referred to as the LCR). The rule requires systems to monitor drinking water at customer taps. Additionally, our water wells are routinely monitored and must remain in compliance with the action level established by the EPA of 15 parts per billion (ppb). If lead concentrations exceed the action level at any well or in more than 10% of customer taps sampled, the system must undertake a number of additional actions to control corrosion. The results of our sampling can be found in our Water Quality Report at <https://dwiinc.com/waterreport2020-final.pdf> Electronic copies are distributed to all customers

no later than July of each year and can also be obtained at our main office location.

### ***Drinking Water Source***

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 customers can rest assured that any lead detected in our system is naturally occurring and can be found in the soil. Due to the nature of our water source- it is sparsely found.

During the last round of routine source water sampling performed in August 2017, 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% of the allowable limit.

*Continued on page 2*



Nominate  
NOW

GET ON BOARD!

## 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 seven-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](http://www.dwuinc.com), for details on how to nominate a director.

## Message from the GM continued

### *Corrosion Control Methods*

No corrosion control treatment is required for our source water because it is not corrosive. The only treatment required for drinking water in Destin is a small dose of chlorine for disinfecting purposes as it travels through the water system to your tap.

DWU was established in 1963, after the time when lead was commonly used to seal joints in water distribution lines. Lead was not used in the construction of our water distribution mains and service connections.

Lead pipes and lead solder were commonly used in home construction until 1986. DWU has identified all homes built within our service area prior to that time and residential sampling is routinely performed at sites randomly selected from those locations and approved by the Florida Department of Environmental Protection (FDEP). Should sampling indicate an exceedance at a customer's home, DWU is required by law to provide notice to the affected resident.

### *Conclusion*

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 and we are proud to report that lead in the water supply is not a threat to public health for the members of DWU.

For more information on reducing lead exposure around your home and the health effects of lead, visit EPA's Web site at [www.epa.gov/lead](http://www.epa.gov/lead), call the National Lead Information Center at 800-424-LEAD, or contact your health care provider.

And now for the rest of the story. Lead and copper are a concern and the EPA has proposed new rules that are currently undergoing review. These new rules set new trigger levels for action by local utilities, require local utilities to prepare and maintain a lead service line inventory, update the sampling and testing requirements and the timeline for notifications.

Trigger Level vs. Action Level – The new rule maintains the 15 parts per billion (ppb) action level and establishes a new 10 ppb trigger level for lead. If the trigger level is exceeded, action on additional planning,

monitoring, and treatment is required. The 10 ppb trigger level also requires systems to start lead service line replacement programs.

Public Inventory – All systems must develop a lead service line inventory or demonstrate absence of lead service lines by the compliance date, January 16, 2024. The lead service line inventory must be updated annually or triennially, based on tap sampling frequency. All systems with known or possible lead service lines must develop a lead service line replacement (LSLR) plan.

Testing and Notification – The rule updates the sampling and testing requirements, including sampling only homes with lead service lines (to the extent there are any) and the samples must be collected using a new 5th-liter sample protocol. This method is more likely to detect lead in drinking water, and therefore trigger the rule's other requirements around public notification, corrosion control practice, and LSLR. If a sample taken from a home has a result over 15 ppb, the water system must notify occupants within three days. Additionally, the rule requires water systems to test for lead in drinking water in elementary schools, which Okaloosa County Schools has been doing, and childcare facilities that they serve over a five-year period starting in 2024.

While we agree that lead in drinking water is a serious health concern, we have questions about the new rules. For example, where is the line of demarcation for inspecting lead services line? Is it at the meter near the street or do we have to test the line where water enters the building? There are other questions and concerns about the new rules, and we have been working with our professional organizations to share the concerns of our industry with EPA. But ultimately, we want to provide safe drinking water to our members and live out our mission statement that "We live and work in a little piece of paradise, and DWU is intent on doing its part to keep it that way."

**LOCKWOOD WERNET**  
General Manager





**JUNE 2021**  
Chris DeLuca



**JULY 2021**  
Derrick Brown



**AUGUST 2021**  
Judd Mooso

## EMPLOYEES OF THE MONTH



**TOM WEIDENHAMER, PRESIDENT**

## Message from the PRESIDENT

I was driving out of Kell Aire subdivision on the morning of Thursday, September 16th, when I had to turn around because of icy road conditions. No, it wasn't a freak weather event that dumped the ice on the road, it was the result of work by DWU crews and their vendor who was cleaning a water line in the subdivision.

DWU was pigging the water line. Pigging is the practice of using pipeline inspection gauges, devices generally referred to as pigs or scrapers, to perform various maintenance operations. This is done without stopping the flow of the product in the pipeline.

These operations include but are not limited to cleaning and inspecting the pipeline. This is accomplished by inserting the pig into a "pig launcher" (or "launching station") — an oversized section in the pipeline, reducing to the normal diameter. The launching station is then closed and the pressure-driven flow of the product in the pipeline is used to push the pig along down the pipe until it reaches the receiving trap — the "pig catcher" (or "receiving station").

Most pigs are made of solid material

approximately the same diameter as the pipe. DWU's vendor was using ice as their pig and their process is known as ice pigging. The vendor operates with three rigs. One truck is a giant ice maker. On the day before launching the pig, this rig was making ice to be used in the process. The second rig is the launcher. It carries the ice to the point of launching and fills the pipe being pigged with the ice. The third rig is located at the end of the ice pigging run and it monitors what is happening as the pig moves through the pipe. Rather than catching the pig since this was a drinking water line, the ice flowed out of a fire hydrant and into the street where it quickly melted and flowed into the stormwater system.

One of the unique things about ice pigging is the ice is the consistency of a Slurpee. The ice acts as a scouring agent cleaning the pipe walls. This ice slushy can expand and contract as it is traveling through a pipeline; therefore, a single ice pig can be used in a run of pipe with different diameters. The ice pig can also flow through valves that would obstruct a solid pig because of its fluid nature.

The ice pig is made with potable (drinking) water; therefore, there is no threat of contamination of the water line and the line can immediately be put back into service after flushing.

DWU pigged one water line and three force mains. The force mains are part of the sewer collection system. The ice

pig in the force main was launched from a lift station and collected in a sewer manhole; therefore, it never escaped the sewer collection system.

The purpose of this pigging exercise was to evaluate the work of the vendor and the effectiveness of the ice pigging process. DWU has miles of force mains and unlike gravity sewer lines, the force main lines are not as easy to access and clean. Ice pigging appears to be a good option to clean these lines based upon our recent experiment.

You may ask what are you cleaning out of the force mains? One answer is fats, oils and grease or FOG. Fats Oils and Grease, when poured down the drain can contribute to sewer backups. 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've also seen FOG accumulate on equipment in our lift stations and it has caused upsets at the plant, disrupting the treatment process. In the force mains, the FOG buildup reduces the ability of the system to operate at 100 percent. So, let's not feed the pig by keeping FOG out of our system.

*Tom Weidenhamer*



## 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 American Express, 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) or dial 1-833-394-8398

### WANT YOUR MONTHLY BILL PAID AUTOMATICALLY?

You can now sign up for autopay using a credit card or your checking account by visiting [www.dwuinc.com](http://www.dwuinc.com)

## PAY ONLINE



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.

We at DWU are serious about the protection of our member's account information and we are in the process of establishing a change that we feel is best for the protection of your financial information.

At this time, DWU would like to inform all Electronic Funds Transfer (EFT) participants that we will no longer be hosting or keeping your personal banking/checking account information on file within our system beginning January 1st, 2022.

Please visit our website [dwuinc.com/payments](http://dwuinc.com/payments) for the information necessary to establish an on-line account. You can still set your account up to have a recurring monthly payment using your credit/debit card or your personal bank account. You can set your recurring payment date on whichever day you select prior to the billing due date. And of course, there is no charge to you for on-line payment activity.

If you feel you need assistance to set up your on-line account, please call 850-837-6146.

## DESTIN WATER USERS BOARD OF DIRECTORS



Tom  
WEIDENHAMER  
President



Jim  
FOREMAN



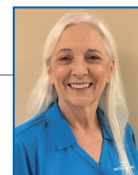
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HUDSON



Jimmy  
NEILSON  
Vice-President



Jack  
SCELSI



Sandy  
TRAMMELL



Jim  
WOOD  
Secretary/Treasurer