

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



# CONNECTIONS



## WINTER 2023



## A MESSAGE FROM THE GENERAL MANAGER

During AWWA conferences I attended this past year, speakers talked about AWWA's initiative to establish a long-term vision for the future of water: WATER 2050. Below is an introduction to the efforts to chart that future vision taken from AWWA Resources and Tools/Water 2050 page. While thinking ahead about the future of the resources we have been charged to manage is not a new concept, there are new areas of focus, new partners to engage, and new challenges that we need to consider as we look to the future. As we look to the future and seek to establish this long-term vision for the future of

water, I am reminded as to how this vision fits into our mission statement that: "We live and work in a little piece of paradise, and DWU is intent on doing our part to keep it that way."

AWWA's Water 2050 initiative seeks to establish a long-term vision of the future of water. This collaborative exploration will chart a course for a successful and sustainable water sector. We will engage in a thoughtful, intentional, and inclusive discourse that results in bold, achievable goals.

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## Message from the GM continued

AWWA has identified five critical drivers that will influence progress toward a sustainable and resilient water future: sustainability, technology, economics, governance, and social/demographic.

These drivers will be considered by the Water 2050 think tanks and shape all future work supported by this initiative.

**1. Sustainability.** Managing our planet's limited water resources and built infrastructure for water is paramount. Climate change is among the biggest risks. It will bring conditions that are more fierce and less predictable: extended droughts and heatwaves, increased hurricanes and wildfires, and severe winter storms. The future will require skillful and creative stewardship of our most vital natural resource, as well as innovative approaches to keep water infrastructure strong and resilient.

**2. Technology.** As the world enters the fourth industrial revolution, water professionals have access to new technologies that are changing the way they interact with water resources, water systems and the people they serve. Advances in data, analytics, the Internet of Things (IoT), machine learning and artificial intelligence will increasingly empower consumers and influence water system operations. Adoption of new technologies will solve complex problems and sometimes introduce unintended challenges.

**3. Economics.** Water is a critical economic engine for North American communities and across the globe. Increasingly, the water community is asked to do more with less, while also addressing rising infrastructure needs. We must consider important economic factors such as regionalization, supply chain resilience, decentralized treatment, ESG approaches to assessing risks and value, and the benefits of a circular economy. Rate-setting will occur in a world more

keenly aware of equity and affordability challenges.

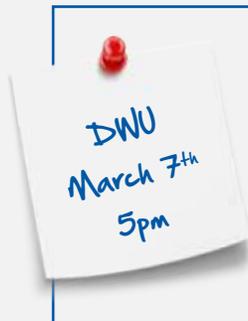
**4. Governance.** The roles of federal, provincial, state, and local governments significantly impact how water utilities are operated and regulated. Both economics and governance will shape the model of tomorrow's water utilities. Some communities may turn to regional solutions to gain efficiencies. As regulatory structures evolve, communities will have to evaluate new approaches, such as fit-for-purpose standards and decentralized treatment.

**5. Social and Demographic.** Public interest and concern about water quality and equity is rising, which means all communities must work to strengthen public trust. Simultaneously, potential population shifts between urban and rural areas are creating resource and infrastructure challenges — while also forcing community-driven water solutions. Population growth in water-stressed communities will require innovative thinking to manage limited supplies.

**LOCKWOOD WERNET**  
General Manager



TEAM DWU PARTICIPATED IN THE 2022 DESTIN CHRISTMAS PARADE, THEMED ELF ON THE SHELF. THANKS TO THE HARD WORK OF ALL THE TEAM MEMBERS INVOLVED, TEAM DWU TOOK HOME THE CROWD PLEASER AWARD!



### Annual Meeting Notice

The Annual Meeting of Destin Waters Users, Inc. will be held on Tuesday, March 7th, 2023, 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.



**SEPTEMBER 2022**  
Christopher Schaefer



**OCTOBER 2022**  
Rachel Boyles



**NOVEMBER 2022**  
Keith Scott

## EMPLOYEES OF THE MONTH



**TOM WEIDENHAMER, PRESIDENT**

# Message from the PRESIDENT

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 required 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. If lead concentrations exceed the action, 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://dwuinc.com/waterreport.pdf> - hard copies can be obtained at our main office location.**

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.

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.

In December 2021, EPA adopted LCRR, Lead and Copper Rule Revisions to strengthen the existing rule. The new rule requires water service providers to prepare an inventory of their service lines that supply water to individual customers and to complete this inventory by October 2024. To complete this inventory, Destin Water Users crews will need to physically dig up the service lines serving our individual customers. During the excavation, DWU crews will expose the service lines leading to and from each individual meter. Once

the pipe is exposed, crews will test it to determine if it is lead. If it is, notifications will be sent to the customer.

In addition to the lead service line inspection, the new rule requires utilities to also inspect all schools and day care facilities in their service area for lead. It mandates specific communications if a lead service line is found. New provisions have been added to the residential sampling we perform. If lead service lines are found, a plan must be developed to replace them, and utilities must prepare and maintain an inventory of any lead service lines they find.

We don't expect to find any lead service lines in our service area, but we will follow through and do our part to prepare the inventory and comply with the other provisions of the new rule. If you see our crews working in your area, please don't hesitate to ask them what they are doing. If we do find any lead service lines, we will notify you.

In closing, I would like to remind you of 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." Complying with Lead and Copper Rule Revisions and completing the lead service line inventory are examples 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

Emergencies, Nights, Sundays and Holidays  
(850) 842-1443

**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.



*Congratulations to TEAM DWU for winning the Florida Section American Water Works Association (FSAWWA) Outstanding Water Distribution System Award for Division 2. The award was presented to DWU staff Chris Schaefer, Zach Hilton, and Cody Hutchinson at the FSAWWA Fall Conference in November.*



**DESTIN WATER USERS BOARD OF DIRECTORS**



Tom WEIDENHAMER  
President



Jim FOREMAN



Ames HUDSON



Jimmy NEILSON  
Vice-President



Sandy TRAMMELL



Ken WAMPLER



Jim WOOD  
Secretary/Treasurer