

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



# CONNECTIONS



SUMMER 2024



## A MESSAGE FROM THE GENERAL MANAGER

*The Safe Drinking Water Act (SDWA) was signed into law on December 16, 1974, which makes 2024 the 50th anniversary of the original statute. In honor of 50 years since the passing of the Safe Drinking Water Act, AWWA is excited to celebrate the successes of the sector and water professionals whose nonstop efforts have kept our water safe and reliable.*

The following article was taken from the American Water Works Association website.

<https://www.awwa.org/Resources-Tools/Resources-Tools/Resource-Topics/Celebrating-50-Years-of-the-Safe-Drinking-Water-Act>

### Safe Drinking Water Act Timeline and Milestones

#### 1974

Safe Drinking Water Act was signed into law to protect public health by authorizing national enforceable standards for drinking water quality.

#### 1986

Congress amends the SDWA to include a new program to protect underground sources of drinking water. The 1986 amendments also banned the use of lead pipes, lead solder and flux from new potable water plumbing. EPA was instructed to regulate 83 contaminants in drinking water within three years.

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## 2023 ANNUAL WATER QUALITY REPORT



DWU strives to provide you with safe and reliable drinking water and to keep you, our members, informed about the quality of our drinking water.

Annually, we prepare our Annual Water Quality Report which can be viewed on our website at <http://dwuinc.com/advisorynotices/dwu-water-quality-report>.

Notices of the Annual Water Quality Report are sent to all of our members to view your 2023 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.

In 2023, DWU detected 19 contaminants in the drinking water and 2 of these contaminants were above the EPA acceptable levels for drinking water. For a translation of the water quality report or to speak with someone about the report please call (850) 837-6146.

If you would like a paper copy of the 2023 Annual Water Quality Report mailed to your home, please call (850) 837-6146 or email [cs@dwuinc.com](mailto:cs@dwuinc.com).

## Message from the GM continued

### 1996

Congress passed additional amendments that enhanced the existing law by recognizing source water protection, operator training, and public information as important components of safe drinking water. The amendments established the Drinking Water Revolving Loan Fund to assist in funding water system improvements to protect public health.

### 2005

The SDWA is amended to enhance security measures to safeguard the nation's drinking water infrastructure from potential terrorist threats.

### 2011

Reduction of Lead in Drinking Water Act - Revised the definition of "lead-free" to lower the allowable maximum lead content of lead in plumbing components.

### 2013

Community Fire Safety Act – Exempted fire hydrants and some other specific water system components from lead-free definition.

### 2016

Water Infrastructure Improvements for the Nation Act – Renews focus on reducing exposure to lead through enhanced public notice and attention to lead in schools and child-care facilities. Also includes an emphasis on funding for disadvantaged communities.

### 2018

America's Water Infrastructure Act of 2018 amends SDWA to require community water systems to assess and prepare response plans for both natural hazards and malevolent threats.

### 2024

The water sector celebrates 50 years of safe drinking water while looking ahead to future improvements of the Act.

*Since incorporation in 1963 Destin Water Users, Inc. has been working to provide safe and reliable drinking water to its members and for the last 50 years, we have been operating under the guidance of the Safe Drinking Water Act. Our Mission Statement is: "We live and work in a little piece of paradise, and DWU is intent on doing our part to keep it that way." As we work to preserve our piece of paradise and provide safe drinking water to our members, we also are looking ahead to future improvements to the Act.*

**LOCKWOOD WERNET**  
General Manager





**MARCH 2024**  
Dan Castillo



**APRIL 2024**  
Scott Huff



**MAY 2024**  
Jeremy Mills

## EMPLOYEES OF THE MONTH



**TOM WEIDENHAMER, PRESIDENT**

### Message from the PRESIDENT

#### Good People

A business can have the best and shiniest new machinery, equipment, buildings, and structures, but if you don't have good people to run the operations, everything will fail.

We have good people to run the operations at DWU. If you were to look around the DWU facilities at the numerous awards earned by the employees, you will see the words: "In recognition of dedicated professionalism" and it is that dedicated professionalism that sets the employees of DWU apart from the rest of the crowd.

In addition to being dedicated professionals, the employees of DWU are essential first responders. If there is an emergency that impacts our water or sewer utilities, they are first on the scene to address whatever the issue is and to prepare a response plan. After a hurricane, water and

sewer professionals are first on the scene along with fire, police, and power crews to secure the area and begin the process of restoration to help facilitate recovery.

In 2023, the Florida legislature finally recognized that water and sewer professionals were essential first responders and they passed a law recognizing them as such. This was a major step to speed up recovery because there had been occasions in the past where water and sewer personnel were denied immediate access to recovery areas which delayed their response. The industry was very grateful for the legislature's recognition of the role water and sewer personnel play in post-disaster recovery.

As the Board of Directors, we regularly receive notes from the members thanking us for the service provided by the employees of DWU. These notes talk about the dedication our employees showed in their willingness to serve others whether it was a utility related issue or just helping a citizen in need.

We also see this same dedication in the professional development of our

employees. Many of our employees carry professional licenses to perform their jobs. Others have obtained certifications to perform specific tasks. Most all carry memberships in professional organizations and we have provided funds through the operations budget to train employees to improve their performance and better serve our members.

We are proud of the employees at DWU and their dedicated professionalism and we believe that our investment in human capital has paid off to the benefit of our members. Our employees are extremely knowledgeable of the current trends in the water and wastewater utility industry and they regularly apply that knowledge to help us improve our operations. We are living up to our mission: We live and work in a little piece of paradise, and DWU is intent on doing its part to keep it that way and we are able to live up to our mission statement because of the good people we have working to serve you, our members.



**DESTIN WATER USERS, INC.**

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

**OFFICE HOURS**

The DWU office is open Monday through Friday  
8am – 4pm

**PHONE NUMBERS**

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

Emergencies, Nights, Sundays and Holidays  
(850) 837-6146

**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 1-833-454-2973

**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**

**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.

**Automated Phone System**

*Destin Water Users, Inc. implemented an automated IVR  
(Interactive Voice Response) phone system, as of March 1st.  
Our goal is to increase customer satisfaction, particularly during  
times of high call volume. An effective interactive voice response  
system can help avoid hold time by helping customers find  
answers and perform simple tasks themselves.*

*Customers can choose from several prompts to include,  
but not limited to:*

- Quickly report emergency water line breaks or sewer backups
- Human Resources
- Questions regarding their bill
- Hear their balance due, and/or pay their bill
- Set up or cancel services
- Company directory

**DESTIN WATER USERS BOARD OF DIRECTORS**



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WEIDENHAMER  
President



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FOREMAN



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