

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.



FALL 2017



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A MESSAGE FROM THE GENERAL MANAGER

In our last newsletter, we talked about safe digging and encouraged you as private property owners to practice safe digging by calling Sunshine 811 to spot any utilities that may be located within the area where you are doing any work. The purpose of locating the utilities is to ensure your personal safety and to avoid any interruption of utility service because of damage to those utilities.

Destin Water Users (DWU) regularly works with Sunshine 811 to spot utilities located within the right of way. We have a crew dedicated to

spotting utilities for people working within the right of way and we regularly request that other utilities are spotted for us when we need to do work.

Why do we do this? As noted above, we do this to ensure personal safety of the workers and to avoid interruption of utility service because of damage to those utilities. But more than anything else, we call to get the utilities spotted because the right of way is full of utilities and we need to know where everything is located.

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Message from the GM continued

The utilities located within a typical right of way include water lines, sewer lines, reclaimed water lines, cable, electric, multiple communications companies, natural gas, traffic control and storm water. These utilities are competing for a space to locate within the right of way and they have various requirements such as depth of coverage or separation from other utilities that govern where they can be located. In addition to the utilities competing for space in the right of way, you need to consider the other items that make up a streetscape such as sidewalks, landscaping, bike lanes, street lighting and the roadway.

All of these components make for a congested area to locate essential items that are needed to serve the public. Additionally, we need to realize that the various components are owned and operated by different entities. Therefore, it takes a lot of cooperation and coordination to ensure the safety of the public and to avoid interruption of service when work is being performed in the right of way.

We are fortunate that we have a good working relationship with the other entities that we share the right of way with. Through the years, we have made contacts and developed those relationships to the point where we can make a call to the right person to coordinate the work we have planned and ensure a smooth operation, or should something go wrong, we can quickly address any problem that arises. This is utility coordination.

LOCKWOOD WERNET
General Manager

Utility coordination is something we practice all the time and we have been holding monthly utility coordination meetings for the past couple of years as we have relocated our utilities in anticipation of the US Highway 98 Widening Project. We have held monthly meetings with our contractor to discuss the progress of the project, to address any issues and to plan any future work. At these meetings, we invited other utilities to attend so we could coordinate our work together with theirs.

As work begins on the actual US Highway 98 Widening Project, utility coordination will be essential to the success of the project. Regular utility coordination meetings have already been scheduled and DWU has been participating in those meetings. Through these coordination meetings, we hope to plan the work so that there will be no interruptions of service to our members, especially since we have already gone through the effort to relocate our utility lines. However, with a project as big in scope as the US Highway 98 Widening Project, we expect there will be times when we will experience interruption in service.

Should you have problems with your utility service at any time, please call us at (850) 837-6146 and one of our customer service representatives will be glad to assist you.

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 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.

 Find us on Facebook!

EMPLOYEES OF THE MONTH



JUNE 2017
Robb Hensel



JULY 2017
Beth Hill



AUGUST 2017
Zach Hilton



TOM WEIDENHAMER, PRESIDENT

Message from the PRESIDENT

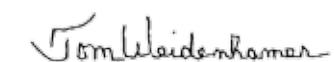
outlines the programs and projects that the staff will undertake during the coming year to accomplish the mission of DWU.

In addition to the Annual Operating Budget, the staff will commission special studies as needed to assess the utilities operations and prepare recommendations. This past year we completed a five-year project where we video surveyed all of the gravity sewer lines in the system. The outcome of the survey is a multi-year plan to repair and/or replace those sewer lines based upon the severity of what we found. Another study that was completed in 2016 was a water modeling project where we studied how water flows through our system and then identified improvements that were needed to improve the distribution of water to our members. The recommendations coming from these special studies ultimately become annual work programs and projects that are included in the Annual Operating Budget.

Every five years, we review and update our Master Plan. The Master Plan includes an evaluation of the existing facilities and a historical and projected needs analysis for our

system. The Master Plan gives us a detailed evaluation of our water, wastewater and reclaimed water systems including conclusions and recommendations on future needs. Projected growth and the evaluation of anticipated redevelopment are critical components of the Master Plan to help us forecast future needs. The special studies noted above are also incorporated into the Master Plan, as they are needed analytical studies of specific components of our system. The Master Plan is a living, long-range planning document that helps us understand what we have, what we need and a plan of action to fulfill the mission of DWU.

What I hope we have shown you is that we are always looking ahead and planning for the future of DWU. We look ahead on multiple time horizons and we are using various planning documents to help us make the best decisions for our future. 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." One of the ways that we accomplish our mission is by planning the work and working the plan.





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 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.



Help Keep Your Sewer on a Healthy Diet

*Don't flush trouble, put them in the trash can!
The following items shouldn't go down the drain or toilet.*

- (F.O.G) fats, oils and grease
- Chewing gum
- Feminine products
- Paper towels
- Dental floss
- Q-tips
- Cotton balls
- Paint
- Unused medications
- Rags
- Plastic or rubber items
- Toys
- Flushable wipes

Destin Water Users Board of Directors



Tom WEIDENHAMER
President



Ginger BARRY BOYD



Jim FOREMAN



Ames HUDSON



Jim LINK



Jimmy NEILSON
Vice-President



Rick SCALI
Secretary/Treasurer



Jack SCELSI



Sandy TRAMMELL