

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 2018



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A MESSAGE FROM THE GENERAL MANAGER

“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; possibly you 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.

In recent years, 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 urged you to put your sewer lines on a fat-free diet and be careful when disposing of fats, oils, and grease (FOG) after cooking by never pouring FOG down the sink or toilet. To keep FOG out of sewers, DWU suggested scraping all food scraps from pots, pans, cooking utensils and dishes into the trash before washing or rinsing the dishes and we reinforced this message with posts to our Facebook page explaining how to dispose of FOG.

We want to reinforce this message because we are still seeing lots of FOG in our system. This is disconcerting to us because, we have implemented a grease trap inspection program for commercial food establishments and they are complying

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ANNUAL WATER QUALITY REPORT



DWU strives to provide you safe and reliable drinking water.

Please go to <http://dwuinc.com/waterreport.pdf> to view your 2017 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 2017, DWU detected 15 contaminants in the drinking water.

However, none 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 2017 Annual Water Quality Report mailed to your home, please call (850) 837-6146 or email cs@dwuinc.com.

Message from the GM Continued

with the program. As we look further into this matter, we are seeing concentrations of FOG coming from our single-family residential areas; therefore, we need your help to eliminate our FOG problem.

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.

What happens with these fibrous products is they 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.

Now this problem is not unique to DWU; it is universally experienced wherever these products are sold. The wastewater industry is 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!

LOCKWOOD WERNET
General Manager

- Never pour FOG down the drain, sink or garbage disposal.
- Pour FOG into jars, cans, and plastic tubs. Let contents cool and solidify. When the container is full, throw it away with your trash.
- Mix cooking oil with an absorbent material such as cat litter or coffee grounds, place in a container (lid securely fastened) for disposal with your trash.
- For greasy pans, pour off the grease into a container, and use a paper towel to wipe out the remaining grease in the pan prior to washing.
- Store the container in the freezer, which will keep the grease solid, and pull it out whenever you have fats, oils and grease to dispose of. When it gets full, dump the whole container into the trash.

THINGS TO NEVER PUT DOWN THE DRAIN

- Paper towels
- Cotton balls
- Rags
- Chewing gum
- Dental floss
- Paint
- Plastic or rubber items
- Flushable wipes
- Feminine products
- Q-tips
- Toys
- Unused medications



Find us on **Facebook!**

EMPLOYEES OF THE MONTH



APRIL 2018
Autumn Ussery



MAY 2018
Nathan McElroy



TOM WEIDENHAMER, PRESIDENT

Destin Water Users, Inc. Ethics and Data Integrity Policy Statement

Destin Water Users understands that it has a duty and a responsibility to protect public health and safety. We also understand that we regularly use data to guide and direct our daily operations; therefore, ethics and data integrity are paramount to maintaining public trust. Below is our Ethics and Data Integrity Policy Statement

It is the policy of the Destin Water Users, Inc. to conduct all business with integrity and in an ethical manner. It is a basic and expected responsibility of each staff member and each manager to hold to the highest ethical standard of professional conduct in the performance of all duties.

Message from the PRESIDENT

Katarzyna M Knaus, the Quality Manager of DWU Laboratory, is responsible for ensuring that compliance, ethics and data integrity is properly considered in the operation of the laboratory. Any employee with knowledge of fraudulent acts or purposeful misconduct regarding production of correct and accurate data is required to report this to the Quality Manager, who must act to investigate and rectify. The Quality Manager will discuss concerns with the Laboratory Operations Manager and report them directly to the General Manager.

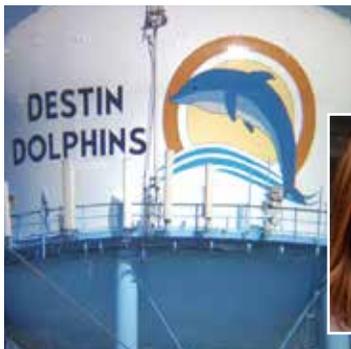
The General Manager shall also be contacted, if there are any concerns towards the Quality Manager. Further, if there is any indication the General Manager may have conflict in reporting misconduct, the Board of Directors will be consulted or advised directly.

Compliance with this policy shall be strictly enforced. If the employee is found to be in violation of Destin Water Users, Inc. policy, the employee will face disciplinary action including possible immediate termination. In addition, an individual who commits an illegal act and/or breaks the law can face civil

or criminal charges. Civil charges can result in large fines being levied and criminal charges can result in prison or probation sentences against the individual.

Unfortunately, in our industry as in others, we have seen ethical lapses. We want to ensure the public that they can trust what we say and that is why we have an ethics and data integrity statement and we train our employees in this subject. Furthermore, we have given our Laboratory Quality Manager Katarzyna "Kasia" Knaus autonomy to ensure compliance with our policy and we are thankful for her determination and dedication in leading this effort.

In this newsletter, we have a statement about and link to our annual water quality report. On our website, we regularly publish statements about public water supply concerns and how they impact our system. We want to assure you that we are living up to 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."



TOWER 4 PAINTING

While preparing to repaint Tower 4 located on Kelly Street and Spring Lake Drive, DWU asked its paint contractor if they could update the Destin Dolphins logo on the tank. We first tried to see if Destin Elementary School had an updated logo with no luck. Our contractor decided to reach out to colleges around their home base and the

winning design was created by Lindsey Watts from Kathleen, Georgia. Lindsey is a Sophomore at Georgia College and State University in Milledgeville, Georgia. Lindsey is currently pursuing a Bachelor of Arts with a major in graphic design and a minor in marketing. Thank you Lindsey for your creative design and hard work.



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

Balance Inquiry and to Pay by Credit Card
(855) 708-3786

Emergencies, Nights, Sundays and Holidays
(850) 837-6551

PAYMENT OPTIONS

Running late? Pay your DWU bill over the phone! We accept MasterCard, Visa, Discover and American Express. 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



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.

Congratulations to our Ops Challenge Team, Positive Influents

- 1st PLACE - OPERATIONS**
- 2nd PLACE - COLLECTIONS**
- 3rd PLACE - OVERALL**

We are proud of their hard work and dedication representing DWU at the Operator's Challenge at the 2018 Florida Water Resources Conference this past April in Daytona. The Ops Challenge is the "Wastewater Olympics" for professionals in the wastewater treatment industry.



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