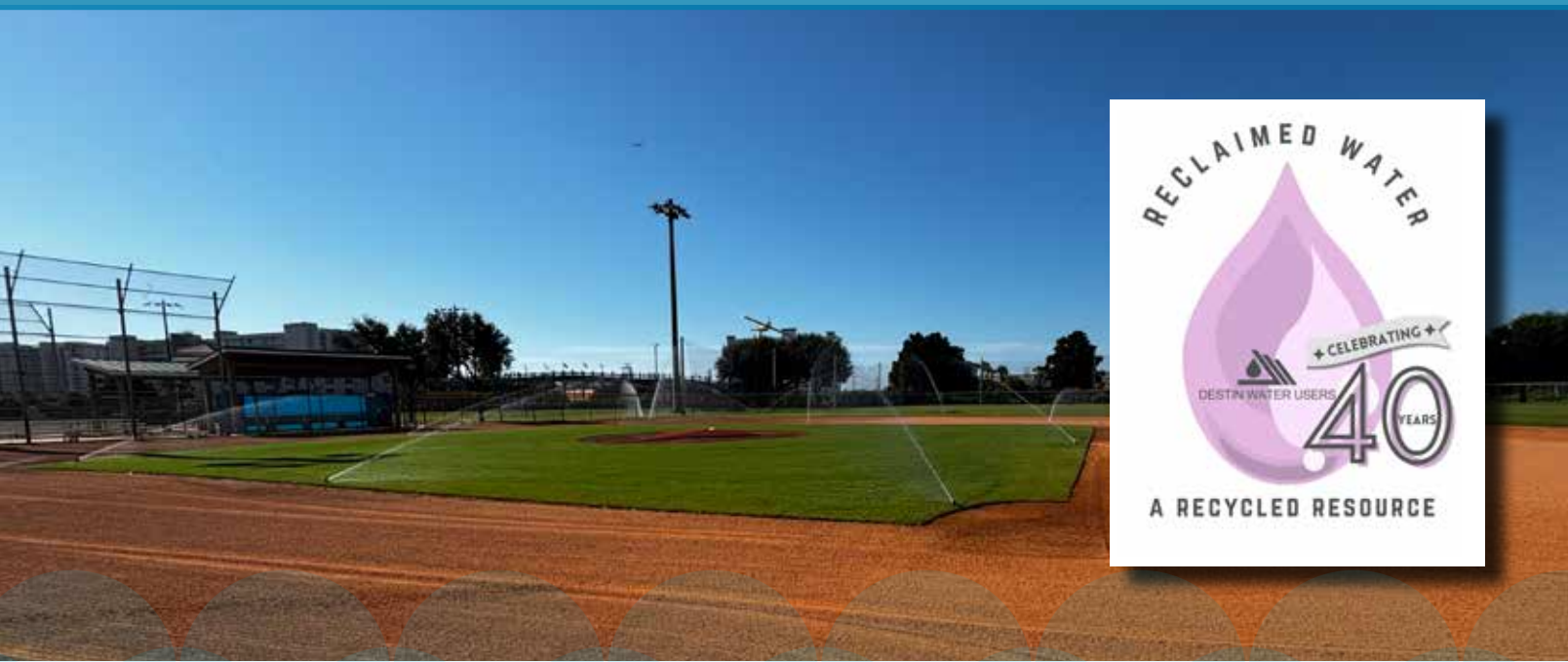


We live and work in a little piece of paradise, and DWU is intent on doing our part to keep it that way.



CONNECTIONS



FALL 2025



A MESSAGE FROM THE GENERAL MANAGER

DWU CELEBRATES 40 YEARS OF RECLAIMED WATER!

An Environmental Milestone for Our Community

This November marks a major milestone for **Destin Water Users (DWU)** — **40 years of providing reclaimed water** to our customers! As a local utility known for innovation and environmental stewardship, we're proud to celebrate this achievement with the community we serve.

A History of Forward Thinking

DWU was established in 1963 to provide drinking water to the small fishing village of Destin. In 1974, we added wastewater services — and by 1985, we took a bold step forward by introducing **reclaimed water** to our operations.

Reclaimed water is **highly treated wastewater** that can be safely used for irrigation and other non-drinking purposes. It helps conserve our limited drinking water supply and supports sustainable landscaping.

Why Reclaimed Water Matters

Destin is surrounded by water on three sides, making land and resources limited. As our community grew, DWU looked for smart ways to manage water use and protect the environment. Instead of disposing of treated water in the ground, we began processing it further — adding filtration and disinfection — so it could be safely reused.

Continued on page 2

GM Message	1
Director Elections	2
Employees of The Month	3
Message from The President	3
Out In The Community	4

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, dwiinc.com, for details on how to nominate a director.

Message from the GM continued

This approach not only reduced the need for additional treatment space but also gave us a way to **recycle water** for beneficial uses like irrigation.

Our First Customers

Some of our first reclaimed water customers included **Indian Bayou Golf Course** and **Sandpiper Cove**. At the time, the idea of using reclaimed water was new — and not without questions. But over time, public understanding grew, and reclaimed water became a valued community resource.

Today, areas like **Holiday Isle**, **Kelly Plantation**, and even **Morgan's Sports Complex** benefit from this sustainable water source.

Limited Resource, Big Impact

Reclaimed water is not an unlimited supply — it's produced as a **byproduct of treating wastewater**, so availability depends on how much wastewater enters the system. That means not every property can be connected, even though many customers have asked over the years.

To ensure fair and reliable service, DWU expanded our system into zones and in 2016 created a **reclaimed water irrigation schedule**. Each irrigation zone receives water **three days a week**, with recommended watering times to help conserve supply. You can find out where reclaimed water is located and the irrigation schedule on our website at dwiinc.com.

A Florida Success Story

Florida is a national leader in reclaimed water. What started as a pilot project in the 1960s has grown into a key part of statewide water conservation efforts. DWU is proud to be part of that story, helping reduce demand on our drinking water by offering reclaimed water for landscape irrigation.

Just a few reminders:

- Reclaimed water is **not for drinking**
- It should **not be used for swimming**
- In our area, it is approved **for irrigation only**

Looking Ahead

What began as an innovative project in 1985 is now a vital service that supports both our environment and our quality of life. As we celebrate **40 years of reclaimed water**, we want to thank our customers for embracing sustainable practices and trusting DWU to lead the way.

Here's to continuing our legacy of innovation and stewardship — and to the next 40 years of progress!

MONICA WALLIS, P.E.
General Manager

HAVE YOU
MISSED A
PAYMENT?

HOW MUCH
WATER ARE
YOU USING
PER HOUR?

Have you missed a payment? Have you gotten your bill on time? Call customer service at 850-837-6146 and make sure your email is up to date and request you be sent e-bills.

How much water are you using per hour? Do you have water running overnight? Is your toilet maybe leaking? Sign up for the Water Usage Portal at dwiinc.com.

June



Coty Hutchinson

July



Blake Center

August



Aaron McAfee

EMPLOYEES OF THE MONTH



TOM WEIDENHAMER, PRESIDENT

Honoring Our Past, Welcoming the Future

As we reflect on the past quarter, I want to take a moment to update our members on recent changes to the Destin Water Users Board of Directors and recognize the dedicated service of two long-standing board members.

In May of this year, Mrs. Sandy Trammell resigned from the board for personal reasons. Mrs. Trammell has served the DWU membership with distinction since March 2006. In August, Mr. James Foreman also stepped down after serving on the Board since March 2012. Together, Mrs. Trammell and Mr. Foreman have contributed more than 32 years of combined service to DWU. Their leadership and commitment have played a pivotal role in shaping the direction of our utility.

During their tenure, DWU has achieved significant milestones. These include the development of a new well along the coast, our involvement in and completion of the wellfield that currently supplies our water, the construction of a water

Message from the PRESIDENT

tower on the west side of our service area, critical upgrades to the headworks at our wastewater treatment plant, and the construction of storm-hardened facilities to ensure continued operations during future severe weather events. These accomplishments reflect the board's long-term vision — one that both Mrs. Trammell and Mr. Foreman helped craft and champion.

Their insight, professionalism, and steady guidance will be deeply missed, and we extend our heartfelt thanks for their dedication to our mission and to the members we serve. On behalf of the board and the entire DWU membership, we sincerely thank Mrs. Trammell and Mr. Foreman for their years of outstanding service. Your contributions have left a lasting impact, and your shoes will certainly be hard to fill.

As is customary under our bylaws, the remaining board members moved forward with the process to appoint replacements to serve out the unexpired terms. We are pleased to welcome two new board members who bring fresh energy, valuable experience, and a strong commitment to public service.

In July, the Board appointed Mrs. Jennifer Gutai Comella to fill the vacancy left by Mrs. Trammell. Mrs. Comella, a DWU member and local attorney, completed board training and officially joined the

Board at our August 2025 meeting. In August, Mr. Terry Phillips was selected to fill Mr. Foreman's seat. Mr. Phillips, a longtime resident with experience in data management, real estate and home inspections, also completed board training and attended his first meeting in September 2025.

Both Mrs. Comella and Mr. Phillips bring unique perspectives and skills to our board, and we are excited to have them join us at such an important time. We look forward to the contributions they will make as we continue to enhance the quality and reliability of our water and wastewater services.

To our new board members: thank you for stepping forward to serve your fellow members. And to our membership at large: thank you for your continued trust in Destin Water Users. As always, we remain committed to providing the highest standard of service and planning responsibly for the future of our community. It's our mission since "we live and work in a little piece of paradise DWU is intent on doing our part to keep it that way."

Tom Weidenhamer



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
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

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.

OUT IN THE COMMUNITY

In conjunction with United Way Emerald Coast, employees of DWU helped refurbish the Born Learning Trail at Morgan's Sports Complex on the morning of Sept 15, 2025. These Born Learning Trails have 10 interactive games for young children marked by instructional signs highlighting reading, shape recognition, sounds of nature, and movement. They're designed to help adults interact with children to boost language and literacy development. It also helps caregivers understand how best to support early learning in outdoor everyday moments.



DESTIN WATER USERS BOARD OF DIRECTORS



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GUTAI COMELLA



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