



DESTIN WATER USERS



SUMMER 2026

CONNECTIONS

WE LIVE AND WORK IN A LITTLE PIECE OF PARADISE, AND DWU IS INTENT ON DOING OUR PART TO KEEP IT THAT WAY.

A MESSAGE FROM THE GENERAL MANAGER

WHERE DID ALL THE FLAGS COME FROM?

Have you ever left home in the morning or returned from work and wondered why colorful flags suddenly appeared in your yard or along the roadside? Maybe you're waiting to mow the grass and are wondering when they'll be removed. Here's what those flags mean and why they're important.

In Florida, anyone planning to dig within a public right-of-way—for a mailbox, irrigation system, driveway, utility installation, or other project—should contact Sunshine 811 by dialing 811 before breaking ground. This free service alerts utility owners so they can mark the location of underground infrastructure and help prevent accidental damage. Once a locate request is submitted, utilities generally have about two business days to complete their markings.



Over the past year, our area has experienced significant construction activity, including utility undergrounding projects along portions of Highway 98, new fiber-optic installations, and routine utility repairs and service extensions. These projects often require utility locates before work can begin, which is why you may be seeing more flags than usual.

After the work is completed, the contractor is responsible for removing the flags. If the flags remain in place, it may simply mean the work has not yet been performed. In some cases, utility markings may remain visible for up to 30 days.

For utility providers, locating underground facilities before digging is far easier—and far less costly—than repairing damaged infrastructure afterward. That's why it's important for homeowners and contractors alike to call 811 several days before starting any digging project. A quick call can help protect you, your neighbors, and the essential services buried beneath the ground.

It's also helpful to understand the meaning behind the different flag colors. Each color identifies a specific type of underground utility according to a national color-coding standard. In our service area, DWU crews commonly use blue, green, and purple markings, while other colors indicate additional underground services operated by other utilities.

APWA UNIFORM COLOR CODES For marking underground facilities



RED: Electric power lines, cables, conduit and lighting cables



YELLOW: Gas, oil, steam, petroleum, gaseous materials



ORANGE: Communications, alarm or signal lines, cables or conduit, traffic loops



PURPLE: Reclaimed water, irrigation, slurry lines



BLUE: Potable water



GREEN: Sewers and drain lines



WHITE: Pre-marking dig site



PINK: Temporary survey marks

The marks are approximate. Dig carefully near them.

Knowing what's below the surface before you dig helps prevent service interruptions, protects critical infrastructure, and most importantly, keeps everyone safe.

Monica Wallis

GENERAL MANAGER

WHAT'S IN YOUR WATER BILL?

The DWU water bill is made up of 4 parts: water base rate, wastewater base rate, water usage rate and wastewater usage rate. Base Rates are the fees that are charged to essentially have service to a property-think all the pipes in the ground on standby. Usage Rate is what is charged based on the usage by the individual property. The rates are set each year for what we will be charging our customers looking at current and projected projects, costs of doing our business and debts to be paid.

Currently, the base rate for water for a residential customer is \$16.16 and for wastewater it is \$36.57. So, the base bill before any water is used is \$52.73. Then a home uses water and is charged a usage rate. This example will be 4,500 gallons of

water. Usage is billed per 1,000 gallons and in tiered rates for water based on the amount used. For DWU, residential customers using 0-5,000 gallons are charged \$3.38/1,000 gallons for water and the flat rate of \$2.59/1,000 gallons for wastewater. So, the calculation would be $\$3.38 + \$2.59 = \$5.97$ per 1,000 gallons used. In this case, 4,500 gallons equates to \$5.97 times 4.5 to get \$26.87 for the usage bill. Now add this to the base rate, and the customer bill would be \$79.60 for the month.

Please note higher usages often enter tiered rates and multi-unit buildings such as hotels or condos are at different residential rates. See dwuinc.com/rates for more information.

EMPLOYEES OF THE MONTH



BRAD MONK
March 2026



TONY KENT
April 2026



ZACH HILTON
April 2026



JASON MCGLAUGHLIN
May 2026

PRESIDENT'S MESSAGE

WE'RE PREPARED. ARE YOU?

As storm season begins, I want to reassure our customers that DWU is prepared should a storm impact our area.

Over the years, DWU has invested in strengthening our facilities to ensure staff, equipment, and supplies are ready to respond as quickly as possible when conditions are safe. We have backup power for many critical assets and participate in mutual aid partnerships with neighboring utilities to provide and receive assistance when needed. We have also developed Emergency Response Plans in accordance with EPA requirements.

These investments help us provide reliable service before, during, and after severe weather. While service disruptions can occur during major storms, our team works diligently to restore service as quickly and safely as possible. We also encourage our customers to be prepared. If local officials issue evacuation recommendations or orders, please follow them. Being prepared before a storm arrives can make a significant difference for you and your family.

Three Things to Do Now

- **Refresh your emergency kit** with food, water, medications, batteries, and other essentials.
- **Know your evacuation zone and route** before a storm is approaching.
- **Stay informed** by signing up for alerts and monitoring trusted local weather and emergency information.

Helpful resources are available through the City's Hurricane Information Guide, Okaloosa County's Hurricane Guide, and AlertOkaloosa.com.

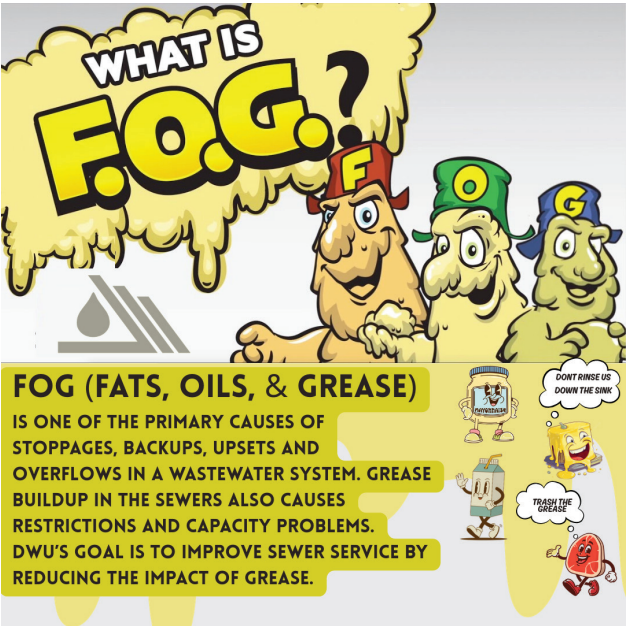
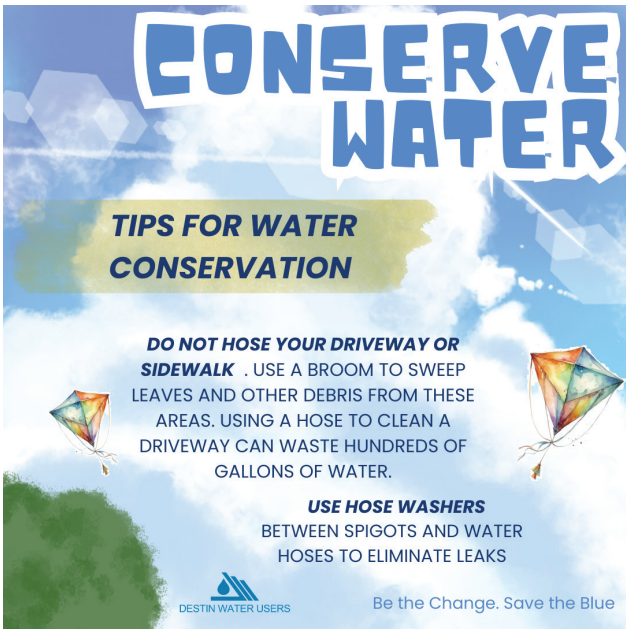
At DWU, our mission is to "...live and work in a little piece of paradise, and DWU is intent on doing our part to keep it that way." As storm season approaches, we encourage you to do your part by staying informed, being prepared, and heeding the guidance of local officials.

Tom Weidenhamer **PRESIDENT**

DESTIN WATER USERS 2025

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 2025 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 2025, DWU detected 18 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 2025 Annual Water Quality Report mailed to your home, please call (850) 837-6146, email Destin Water Users, Inc. at cs@dwuinc.com, or return your billing statement with the check box marked below.



DESTIN WATER USERS

BOARD OF DIRECTORS



TOM WEIDENHAMER
President



JIMMY NEILSON
Vice-President



JIM WOOD
Secretary/Treasurer



JENNIFER GUTAI COMELLA



KEN WAMPLER



AMES HUDSON



TERRY PHILLIPS

TO ENSURE YOU DON'T LOSE CONNECTION,
MAKE SURE YOUR CURRENT EMAIL IS ON FILE
WITH CUSTOM SERVICE AT CS@DWUINC.COM



DESTIN WATER USERS

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

OFFICE HOURS:

Monday - Friday | 8am - 4pm

PHONE NUMBERS:

Administrative Office - Bill Payment Questions and Concerns:

(850) 837-6146

Emergencies, Nights, Sundays and Holidays:

(850) 837-6146

PUBLICATION NOTICE

DWU will be transitioning from a paper delivery to an email delivery of the Connections Newsletter over the next two editions. Those that are currently receiving e-bills will start receiving your connections newsletter via email as a PDF rather than printed mail. If you've not signed up for e-billing,

contact our customer service staff at cs@dwuinc.com or 850-837-6146 for assistance in setting that up. At this time, those that receive paper bills will still receive the connections via mail. The quarterly Connections Newsletter is always available at our website dwuinc.com.

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.

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 - **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**.