

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



DESTIN WATER USERS INC.

CONNECTIONS



FALL 2020



A MESSAGE FROM THE GENERAL MANAGER

As Hurricane Sally crept toward the coast, the staff at DWU expected it to come ashore somewhere further to the west like most all of us thought. Unfortunately, it continued moving east and eventually made landfall closer to home than we would have liked.

We were prepared as we had reviewed our emergency preparedness plan and taken measures to secure our facilities, but we were expecting lighter winds and about half the amount of rain that we received. We sent some folks home early before the storm arrived to get them home safely and directed most of our employees to stay home on Wednesday to stay safe. We asked other people to stay or report to work to handle the anticipated workload.

As the evening progressed and the storm shifted to the east, we saw more wind and more rain. With the increased threat we asked more people to come in to work through the storm. We are grateful for the dedication of our staff and their willingness to respond when called to lend a hand.

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Message from the GM continued

Our water distribution system had the fewest issues during the storm. Prior to the storm, we filled the elevated tanks around town to increase their stability and to guarantee supply in case of a major line break. During the storm we lost power to two wells. One of the two was on generator power and all our other wells had generator back-up power if needed. We had no major line breaks and we did not lose system pressure; therefore, we had no precautionary boil water notices resulting from the storm.

In the days before the storm, we began getting rid of water stored in our basins at the wastewater treatment plant to make room for the inflow that we expected to get from the storm. We have generator back-up power to run for five days, but we never lost commercial power at the plant during the storm. Additionally, we had minimal equipment outages during the storm.

Our biggest problem at the plant was the volume of water that came in. We have worked hard in recent years to fix our collection system to keep out inflow and infiltration and the numbers showed that we had made progress, but we reached a point on Tuesday afternoon when Destin became so saturated that the floodgates seemed to open and water started to rise rapidly at the plant.

During a 24-hour period we received 13 million gallons of water into our plant that is rated for 6 million gallons per day. We were treating wastewater at a rate of 8.9 million gallons per day. We are grateful for the storage we have and the preparations we took before the storm because that preparation prevented any major issues.

The volume of water was also an issue for the 82 lift stations we operate as part of our collection system. During the storm, we had approximately 35 lift stations at high level which means they were getting full and needed to be pumped down. Of those 35 lift stations, 25 had no power. We were able to keep the stations from overflowing

by rotating generators between those without power and we contracted with commercial septic haulers to help pump down key stations that were at high level. It was a rat race for about 36 hours, but through dedication and commitment of our staff, we were able to keep the sewer in the pipe except for a few minor spills. By Thursday night, we were back to normal.

I mentioned several times that we were overwhelmed by water and most of that water was not wastewater; it was stormwater. With the rain we had, we saw lift stations and streets flooded which contributed to the inundation of our sewer system. The other culprit contributing to the inflow was open clean outs and sewer manholes. We can only assume that these clean outs and manholes were intentionally opened by people to drain their yards or the streets by their homes.

In Florida, wastewater and stormwater must be separated, we do not have a combined sewer system to treat both together. Therefore, when people open clean outs or manholes to drain into our sewer system, the system cannot handle it. The problem is that this can lead to sewer backups in your home because the sewer system is already full of rainwater. Please do your part to help keep stormwater out of our sewer system.

In closing, I want to thank the staff of DWU that worked so hard during the storm to keep our system operational and protect the health and safety of our community. Their efforts were Herculean. I think their efforts were a demonstration of DWU living out 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.

LOCKWOOD WERNET
General Manager



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, www.dwuinc.com, for details on how to nominate a director.

EMPLOYEES OF THE MONTH



JUNE 2020
Jonathan Doughty



JULY 2020
Tony Kent



AUGUST 2020
Christopher Schaefer



TOM WEIDENHAMER, PRESIDENT

Message from the PRESIDENT

2019 Annual Drinking Water Quality Report For Destin Water Users, Inc.

We live and work in a little piece of paradise, and DWU is intent on doing our part to keep it that way. One way we do this is by regularly monitoring our water quality through a series of tests. We have an on-site lab and personnel to collect samples and conduct testing and those we cannot perform on site are sent to contract labs for testing. Annually, we produce a water quality report reviewing the previous year. This report is produced and distributed to our members by July 1st of each year. Below is an excerpt from our latest report.

The complete report is available on our website to all of our customers and is also available at the Destin Water Users Administrative Office at 218 Main St., Destin, FL.

We are pleased to present to you this year's Annual Water Quality Report. The water quality report is an annual publication that is required by the U.S. Environmental Protection Agency. This report is designed to inform you about the quality of the water and services we deliver to you every day. Our constant goal is to provide you with

a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water. Our water sources are ground water from our 6 coastal wells and water purchased from South Walton Utility Company, Inc. (SWUCI). All of these wells draw from the Floridan Aquifer. Because of the excellent quality of our water, the only treatments required at Destin Water Users and South Walton Utility Company are chlorine and/or sodium hypochlorite for disinfection purposes.

Destin Water Users (DWU) routinely monitors for contaminants in your drinking water according to Federal and State laws, rules and regulations. Except where indicated otherwise, this report is based on the results of our monitoring for the period of January 1, 2019 to December 31, 2019. Data obtained before January 1, 2019, and presented in this report, are from the most recent testing done in accordance with the laws, rules, and regulations.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material and can pick up substances resulting from the presence of animals or from human activity.

As you can see in the tables listed in the complete report, our system had no violations. We're proud that your drinking water meets or exceeds all Federal and State requirements.

In our continuing efforts to maintain a safe and dependable water supply, it may be necessary to make improvements to our water system. The costs of these improvements may be reflected in the rate structure. Rate adjustments may be necessary in order to address these improvements. Thank you for understanding.

If you have any other questions about this report or concerning your water utility please contact us. We encourage you, our valued customers, to be informed about your water utility. To learn more, please attend any of our regularly scheduled meetings. They are held at 4pm on the third Tuesday of each month at the Destin Water Users, Inc. main office, which is located at 218 Main Street, Destin, FL 32541.

We at Destin Water Users, Inc. work around the clock to provide top quality water to every tap. We ask that all our customers help us protect our water sources, which are the heart of our community, our way of life and our children's future by practicing water conservation.

Tom Weidenhamer



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 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 1-833-394-8398

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.



[The Choctawhatchee Basin Alliance](#) recently recognized DWU for its support as an Adopt-A-Waterway Sponsor. DWU makes an annual contribution to the CBA to support five water quality monitoring stations in the Choctawhatchee Basin. The information gathered through this program is used for research and to monitor the health of the basin.

To become a member/sponsor or learn more about CBA's mission please go to basinalliance.org.

Pictured from left to right: CBA Restoration Coordinator Rachel Gwin, CBA Director Alison McDowell, DWU General Manager Lockwood Wernet, DWU Operations Manager and CBA Advisory Committee Chair Monica Autrey

DESTIN WATER USERS BOARD OF DIRECTORS



Tom
WEIDENHAMER
President



Jim
FOREMAN



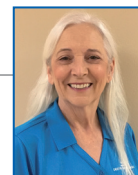
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SCELSI



Sandy
TRAMMELL



Jim
WOOD
Secretary/Treasurer