

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 2019



A MESSAGE FROM THE GENERAL MANAGER

In 2018 we updated our five-year Master Plan. The plan looked closely at our water system, wastewater system, wastewater collection system and reclaimed water system. We examined the existing systems, evaluated performance and developed recommendations for improvements. We are pleased to report that we have capacity to serve our members through buildout which is projected to occur in 2042. However, the plan did identify some improvements that need to be made to help DWU better serve its members. Following is a summary of those recommendations.

painting the structure. The structure is critical to provide storage, to ensure proper hydrological performance, and to enhance fire protection. As the City continues to implement its comprehensive plan goal to develop a grid network of streets, we will look for opportunities to build new water lines to interconnect our water system. The last item is to monitor the system flows to see if adjustments need to be made to ensure proper turnover of water in our system or if pumps need to be upgraded to meet system demands.

For the water system, the item of first importance is the construction of a 750,000-gallon elevated storage tank on the west side of our system at our current Well 5 site. This tower has been constructed and we are in the process of completing

On the wastewater side, the Master plan noted that we have adequate treatment volume, but the quality of the wastewater we are treating requires that we consider modifying our treatment process. We just completed two projects to add aeration to two of our oxidation ditches and improve

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Message from the GM Continued

our activated sludge pumping capabilities. We are currently designing a new headworks which is located at the beginning of our treatment process and is the point where we separate unwanted trash and grease from the wastewater stream. In the future, the Master Plan recommends we consider adding an anoxic zone to our oxidation ditches 1 and 2 or investigate changing to a membrane bioreactor system.

The wastewater collection system is comprised of 66.3 miles of gravity mains, 37 miles of force mains and 82 lift stations. We investigated all our gravity sewer mains and committed to spending \$500,000 per year to make repairs to our system. Last year, we completed repairs in the oldest section of town north of Highway 98 and west of Benning Drive. This year we are focusing on areas north of Highway 98 and east of Benning that are subject to tidal surge. We also need to look at eliminating the few areas around town where we still have septic tanks. Regarding our lift stations, we need to consider completing an in-depth lift station performance study to evaluate performance and the integrity of the structural, electrical and mechanical components.

For the reclaimed water system, the Master Plan findings identified the need to expand disposal opportunities including adding additional customers along existing distribution routes, looking for areas to install absorption fields, building above ground storage facilities and adding additional aquifer storage and recovery wells. The plan also recommended the addition of a fourth screw pump at the pump station to ensure that we can pump to capacity and to provide redundancy.

Many of the needed improvements have already been programmed into our budget plans. Others will be considered after we evaluate the incremental improvements. What we hope this demonstrates is that we are looking at and planning for the future; we are not waiting for critical failure before we begin addressing system issues. Our mission statement is: "We live and work in a little piece of paradise, and DWU is intent on doing our part to keep it that way" and planning for the future is doing our part.

LOCKWOOD WERNET
General Manager

ANNUAL WATER QUALITY REPORT



DWU strives to provide you safe and reliable drinking water.

Please go to <http://dwiinc.com/waterreport.pdf> to view your 2018 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 2018, DWU detected 20 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 2018 Annual Water Quality Report mailed to your home, please call (850) 837-6146 or email cs@dwiinc.com.

EMPLOYEES OF THE MONTH



MARCH 2019
Jake Salyers



APRIL 2019
Positive Influents - DWU's Operations Challenge Team
(From Left to Right) Clint Veal, Nathan McElroy, Jason McGlaughlin, Logan Law and Jon Doughty



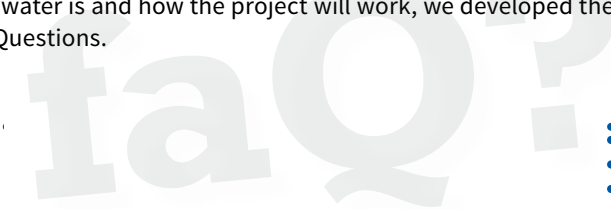
MAY 2019
Chrystal Vickers

Message from the PRESIDENT



TOM WEIDENHAMER, PRESIDENT

Destin Water Users (DWU) has been successfully producing reclaimed water since 1985 and has used it for irrigation at sports fields, golf courses and residential properties. In fact, it is the primary method for disposal of our treated wastewater. Due to growth and changes in land use in our service area, DWU is looking to expand the reclaimed water system. DWU recently sent out a survey to targeted areas to gauge public interest in expanding our reclaimed water distribution system. In order to help people better understand what reclaimed water is and how the project will work, we developed the following Frequently Asked Questions.



1. What is reclaimed water?

a. Reclaimed water is the water that has received secondary treatment and disinfection and is then reused after flowing from a domestic wastewater treatment facility.

2. What will it cost?

- a. Reuse is separately metered and our current reclaimed water rate is \$0.33 per 1,000 gallons of reclaimed water used.
- b. There may be a connection fee, but that will be determined by our Board of Directors as we determine where we will be expanding the system.

3. What can reclaimed water be used for?

a. Irrigation is what it is mostly used for in our service area, but other uses include toilet flushing, car washing, some agricultural uses like nurseries and sod farms, some industrial uses like cooling water, discharges to wetlands and helping to recharge the aquifer.

4. When will it be available?

- a. DWU will make a determination of where to extend the system based on responses from the survey. Before construction, those in the area will be notified with more information. Feel free to contact us for updates.
- b. This is a multi-year project as we work to expand our reclaimed water system over the next 12-36 months.

5. What is the water quality?

- a. One advantage is that reclaimed water does not cause staining, should you have an issue with that already.
- b. There are low concentrations of nitrogen, phosphorus and other nutrients, but it will not offset your potential needs for fertilizers.

6. What does it take to connect to the reclaimed water system?

a. You can typically connect to an existing irrigation system by running a pipe from the meter to your existing well location or source of irrigation on your property. Each property will be different as to whether additional valves may be needed to control the irrigation system.

According to the Florida Department of Environmental Protection, reuse is an integral part of water resources management, wastewater management and ecosystem management in Florida. It reduces demands on valuable surface and ground waters used for drinking water sources, eliminates discharges that may pollute valuable surface waters, recharges ground water, and postpones costly investment for development of new water sources and supplies. The Florida Legislature has established "The encouragement and promotion of reuse of reclaimed water and

water conservation" as formal state objectives.

Here at Destin Water Users, we live by our mission statement that "We live and work in a little piece of paradise, and DWU is intent on doing our part to keep it that way." Producing reclaimed water and looking for ways to expand our reclaimed water system for the future help us bear out this truth.

Tom Weidenhamer



DESTIN WATER USERS, INC.

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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

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You can now sign up for autopay using a credit card or your checking account by visiting www.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.

Congratulations Positive Influents!

DWU’s Operations Challenge Team, Positive Influents, won first place at the Florida Water Resources Conference in Tampa and they will be heading to Chicago in October to represent Florida at the national competition to be held during WEFTEC. Team Leader Logan Law said he was proud of the hard work and dedication Team Members Jason McLaughlin, Jon Doughty, Clint Veal and Nathan McElroy put in to prepare for the competition which is considered the “Olympics of the Wastewater Industry”. In addition to winning the overall competition, Positive Influents took first place in Lab and Process Control and second place in Safety and Collections.

Destin Water Users Board of Directors



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President



Jim FOREMAN



Ames HUDSON



Jim LINK



Jimmy NEILSON
Vice-President



Rick SCALI
Secretary/Treasurer



Jack SCELSI



Sandy TRAMMELL



Jim WOOD