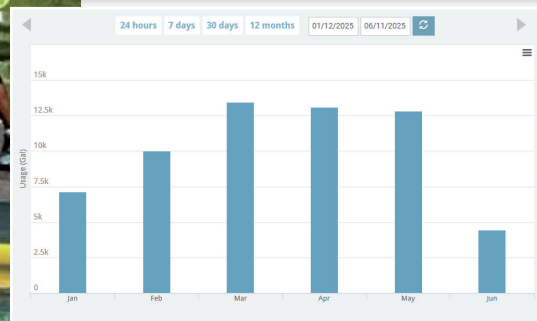
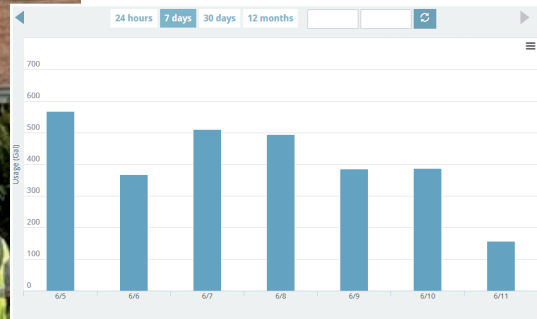


We live and work in a little piece of paradise, and DWU is intent on doing our part to keep it that way.



DESTIN WATER USERS INC.

CONNECTIONS



SUMMER 2025



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A MESSAGE FROM THE GENERAL MANAGER

Stay Cool This Summer—and Stay On Top of Your Water Usage!

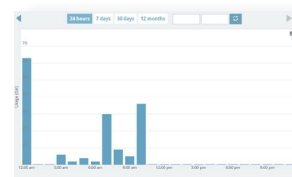
Summer is here, and for many of us, that means increased water usage. Whether you're hosting guests, washing your car more often, or taking extra showers to cool off, it's a great time to keep a closer eye on your water habits—and the **Customer Water Usage Portal** makes it easy!

Monitor Your Usage with Ease

On our website, dwiinc.com, look for the **Usage Portal** button on the right-hand side. Once you're signed up, you'll be able to:

- **Track hourly water usage**
- **Spot issues early** (like a toilet leaking overnight)
- **Set up custom alerts** so you're notified of higher usage before you get your bill

Our **Advanced Metering Infrastructure (AMI)** sends regular updates to the portal. While the data has a slight delay due to hourly processing, it's a huge improvement over waiting 30 days to catch unusual spikes on your bill.



Take Control of Your Water Use

This tool gives you the power to understand and manage your usage—but you need to **sign up** to access it. Once inside, you can view detailed reports, graphs, and set personalized thresholds for alerts. Many customers start with tighter limits to test how the system works, and then adjust once they're comfortable.

Continued on page 2

Message from the GM continued

Since its launch in 2023, only about **10% of customers** have taken advantage of the Usage Portal. We encourage you to join them—it's a free tool designed to help you save water and money. And depending on the alerts you set, **you might detect a leak before we do.**

Have multiple accounts? You can add them all to a single portal login—perfect for managing your home, business, or rental property in one place.

Note: The sign-up confirmation email may take up to 30 minutes to arrive. It's worth the wait!

Need help signing up? Contact our friendly Customer Service team at **850-837-6146**—we're happy to assist you.

Simplify Your Billing, Too

While you're at it, why not sign up for our **Payment Portal**? With just your **Web ID** (found near your customer name on your bill), you can:

- Receive **e-bills**
- Set up **auto pay**
- Make one-time payments online or by phone

A large number of our customers are already using electronic billing options—if you're not, now's the perfect time to get started. Take the worry out of remembering to pay and ensure uninterrupted service for something you truly can't live without—**water.**

Enhancing Customer Communications

As we begin a new chapter at DWU, it's also a great time to reflect and improve how we connect with you. One of our **goals in the coming months is to enhance communications with our customers**—making it easier to stay informed, ask questions, and access services.

The image shows two screenshots of the DWU Customer Portal. The top screenshot is the 'Please Sign in' page, which includes fields for 'Email Address' and 'Password', a 'Show password' checkbox, and a 'Sign in' button. A green arrow points to the 'Forgot password?' link. The bottom screenshot is the 'Alert Recipients' page, which shows a list of alert types: 'Vacation Usage Warning', 'Daily Usage Warning', 'Billing Usage Warning', 'Usage Over Days', and 'Customer Leak'. There is an 'Add alert recipient' button at the bottom.

Whether you interact with our office staff or see our team members in the field, we are all here to help connect you to the right resources. Efforts to update our website and keep members informed on Facebook will be improving. So be sure to like us on Facebook and check out our website this fall.

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

We look forward to seeing your name added to our customer portals—tools that bring peace of mind and convenience so you can spend more time enjoying this great community we all call home.

MONICA WALLIS, P.E.
General Manager

ANNUAL WATER QUALITY REPORT



DWU strives to provide you with safe and reliable drinking water.

Please go to <http://dwuinc.com/waterreport.pdf> to view your 2024 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 2024, 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 2024 Annual Water Quality Report mailed to your home, please call (850) 837-6146 or email Destin Water Users, Inc. at cs@dwuinc.com.





MARCH 2025
Jake Salyers



APRIL 2025
Phil Allen



MAY 2025
Lockwood Wernet

**HAPPY
RETIREMENT!**

EMPLOYEES OF THE MONTH



TOM WEIDENHAMER, PRESIDENT

Leadership Transition

In March 2025, Destin Water Users General Manager Lockwood Wernet announced his retirement, marking the end of a remarkable 25-year journey with the organization. Mr. Wernet began his service on the DWU Board of Directors in 2000 and later joined the staff as Assistant General Manager in 2010. In April 2014, he became General Manager—a role he held with dedication until his retirement in May 2025.

Throughout his tenure, Mr. Wernet played a key role in guiding DWU through a period of tremendous growth and innovation. Under his leadership, DWU completed critical infrastructure projects to ensure reliable service for current and future members. These include the development of a new wellfield and transmission line, the construction of new wells and water towers, and the replacement of aging treatment systems to increase capacity and reliability.

Additional milestones during his time as General Manager include:

- » Transitioning to an enhanced disinfection process to improve public health and safety.

Message from the PRESIDENT

- » Constructing hurricane-resistant office and warehouse facilities to ensure continuity during emergencies.
- » Installing automated metering technology to improve accuracy and operational efficiency.

These accomplishments have strengthened DWU's position as a forward-thinking utility, thanks to Mr. Wernet's vision and steady leadership. His impact on our community and organization is lasting, and we thank him for his extraordinary service.

As we honor the past, we also look to the future.

After an advertised search, the Board of Directors is pleased to announce the appointment of **Monica Wallis** as DWU's new General Manager.

Mrs. Wallis brings more than 15 years of experience with DWU, most recently serving as Operations Manager following her tenure as Engineering Manager. She has been deeply involved in every major capital project, from funding and design to construction. Monica also oversees multi-million-dollar budgets, leads safety and training initiatives, and ensures compliance with regulatory standards.

Her roots in Destin run deep—her grandfather, Jimmy Trammell, was one of DWU's founding members, and her mother, Sandy Trammell, served on the Board for 19 years. Monica is a 5th generation Destin native whose dedication to DWU is

both professional and personal.

Monica has been instrumental in the successes DWU has achieved in recent years. Under the joint leadership of Mr. Wernet and Mrs. Wallis, DWU has earned multiple accolades, including:

- » Florida's "Tank of the Year" award (2020)
- » Multiple Plant Operations Excellence Awards
- » Consecutive employee-led Safety Program recognitions
- » Local honors such as winning entries in the Destin Christmas Parade

The Board recently selected Monica based on her extensive industry knowledge, strong leadership, and commitment to excellence. She is active in statewide utility organizations and keeps DWU well-informed on emerging legislation and best practices—ensuring we remain at the forefront of the water utility sector.

We are confident that Monica Wallis will carry forward our mission:

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

Please join us in thanking Mr. Wernet for his legacy and welcoming Mrs. Wallis as she leads DWU into its next chapter.

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



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.

Is your contact information at DWU up to date?

Phone and emails kept up to date may be used for communicating
directly with customers as needed to conduct business. Be sure it's
updated on all accounts.

Update
your
Information!



Customers can update their contact information in three ways:

1. Call 850-837-6146 and ask staff to update your contact information
2. Email cs@dwuinc.com with your phone number, mobile phone number and/or email address
3. Update information on the back of our paper stub when you return your payment

DESTIN WATER USERS BOARD OF DIRECTORS



Tom
WEIDENHAMER
President



Jim
FOREMAN



Ames
HUDSON



Jimmy
NEILSON
Vice-President



Ken
WAMPLER



Jim
WOOD
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