

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 2017



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A MESSAGE FROM THE GENERAL MANAGER

SAFE DIGGING

Have you ever wondered why there were those colored flags in your front yard or along the roadside? Did you ever ask yourself what their purpose was? Well, the simple answer is they are there to protect you, your neighbors and any utilities located in the area.

The flags are placed to mark the location of any underground utility in the area. You may also see paint

markings associated with the flags. Each color has a specific meaning; red is for electric; orange for communication; yellow for gas, oil, and steam; green is for sewer; blue is for potable water; purple is for reclaimed water; white marks the area of excavation; and pink is for temporary survey markings.

This past April marked the ninth annual National Safe Digging Month, reminding Florida residents to always call 811 two full business

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days before any digging project. National Safe Digging Month is formally recognized by the U.S. House of Representatives and Senate.

When calling 811, homeowners and contractors are connected to Sunshine 811. Sunshine 811 notifies the appropriate utility companies of your intent to dig. Professional locators are then sent to the requested dig site to mark the approximate locations of underground lines with flags, paint, or both.

Every six minutes an underground utility line is damaged because someone decided to dig without first calling 811.

Striking a single line can cause injury, repair costs, fines, and inconvenient outages. Every digging project, no matter how large or small, warrants a call to 811. Installing a mailbox, building a deck, and planting a tree or garden are all examples of digging projects that should only begin a few days after a call to 811.

Mark Sweet, Sunshine 811 executive director, said:
“As April marks the traditional start of digging season, we are using this month to strongly encourage individuals and companies to call 811 before they begin digging. By calling 811 to have the underground utility lines in their area marked, homeowners and professionals are making an important decision that can help keep them and their communities safe and connected.”

The depth of utility lines can vary for a number of reasons, such as erosion, previous digging projects and uneven surfaces. Utility lines need to be properly marked because even when digging only a few inches, the risk of striking an underground utility line still exists.

Destin Water Users encourages area residents to visit www.sunshine811.com/homeowner for more information about digging safely.



ANNUAL WATER QUALITY REPORT

Destin Water Users, Inc. (DWU) strives to provide you safe and reliable drinking water. To view your 2016 Annual Water Quality Report and learn more about your drinking water, please go to <http://dwiinc.com/waterreport.pdf>. This report contains important information about the source and quality of your drinking water. In 2016, DWU detected 15 contaminants in the drinking water. However, these contaminants were below the EPA allowable levels and no health based violations were reported. 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 2016 Annual Water Quality Report mailed to your home, please call (850) 837-6146 or email cs@dwiinc.com.



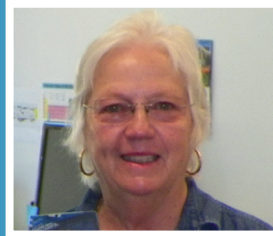
EMPLOYEES OF THE MONTH

FROM LEFT TO RIGHT

March 2017 Kevin Job

April 2017 Peggy McDeavitt

May 2017 Clint Veal



TOM WEIDENHAMER, PRESIDENT

Message from the PRESIDENT

machinery and build new buildings and structures that expand the capacity of the plant or ability to serve our customers. The new well that we are building at the Rockhill Wellfield in conjunction with South Walton Utility Company is a CIP Fund project.

to serve others whether it was a utility related issue or helping a citizen in need.

We also see this same dedication in the professional development of our employees. Many of our employees carry professional licenses to perform their jobs. Others have obtained certifications to perform specific tasks. Most all carry memberships in professional organizations and we have provided funds through the operations budget to train employees to improve their performance and better serve our members.

When running a business, you should make capital investments to ensure that you have the proper resources to be successful. Typically, when you talk about capital investment, you think about investment in machinery, equipment, and buildings. DWU has two capital investment funds to take care of machinery, equipment, buildings, and structures.

There is a third capital investment fund that successful businesses must invest in and that is Human Capital. A business can have the best and shiniest new machinery, equipment, buildings, and structures, but if you don't have good people to run the operations, everything will fail.

The first fund is the Repair and Replacement Fund (R&R Fund). The purpose of this fund, as the name implies, is to repair and replace existing machinery, equipment, buildings, and structures. This fund is used to replace excavating equipment and vehicles. Pumps and pipes that need to be replaced come from this fund. Renovations to our existing treatment structures or repairs to buildings would also come from this fund.

We have good people to run the operations at DWU. If you were to look around the DWU facilities at the numerous awards earned by the employees, you will see the words: "In recognition of dedicated professionalism" and it is that dedicated professionalism that sets the employees of DWU apart from the rest of the crowd.

The second fund is the Capital Improvement Fund (CIP Fund). This fund is used to buy new equipment and

As the Board of Directors, we regularly receive notes from the members thanking us for the service provided by the employees of DWU. These notes talk about the dedication our employees showed in their willingness

We are proud of the employees at DWU and their dedicated professionalism and we believe that our investment in human capital has paid off to the benefit of our members. Our employees are extremely knowledgeable of the current trends in the water and wastewater utility industry and they regularly apply that knowledge to help us improve our operations. We are living up to our mission: We live and work in a little piece of paradise, and DWU is intent on doing its part to keep it that way.



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 MasterCard, Visa and Discover. Contact a Customer Service Representative for more information. You can also pay your bill online at www.dwuinc.com

WANT YOUR MONTHLY BILL PAID AUTOMATICALLY?

We can do it! Visit Customer Service and complete an electronic transfer form. The automatic bank draft option is easy and it saves you time. . . your bill will be paid with no worries!

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.

DWU's Positive Influents participated in the Operations Challenge which is the "Wastewater Olympics" for professionals in the wastewater treatment industry at the Florida Water Resources Conference held in West Palm Beach this past April 24th and 25th. In the Ops Challenge, teams of 4 members compete in 5 separate events: Process, Maintenance, Laboratory, Safety, and Collection Systems, at a regional level to earn the right to represent Florida at the national competition at WEFTEC.



Destin Water Users **Board of Directors**



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