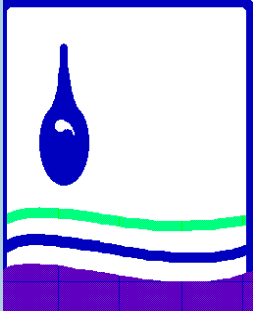


Pipeline

A Newsletter of South Walton Utility Co., Inc.

June 2013



South Walton Utility Co., Inc.
PO Box 6888
369 Miramar Beach Dr.
Miramar Beach, FL 32550

MISSION STATEMENT

“FROM WATER TO WASTEWATER OUR MISSION IS TO PROVIDE OUR MEMBERS QUALITY AND RELIABLE SERVICE IN A RESPONSIVE AND EQUITABLE MANNER.”

Inside this issue

Insert: **Water Quality Report**

WRP Pipeline complete

Letter from the President

Prepare for Hurricane Season

Smoke Testing

Phase IV Water Supply Project Completed

The General Bill Brown 30” Transmission main project is now officially complete and in the books as finished ahead of time and under budget. It was a collaborative effort between Destin Water Users, South Walton Utility, Polyengineering, Inc, and Hemphill Construction that led to a successful project.



SWUCI News.....

The South Walton Utility employees participated in the South Walton Relay for Life at Grand Blvd on May 17th and raised over \$2300 in the fight against cancer. Way to go SWUCI Drips, you are to be commended.



Inside Information

Board Members are:

Mike Flynt – President
Bill Berberich – Vice-President
Mike Richardson – Secretary
Dave Brown – Treasurer
Jack Lubker
Mike Abt
Bill McQuillan

Water Conservation

As part of our water conservation program we have a retrofit program in place. We will provide showerheads, faucet aerators, and leak detection tablets to you at no charge. Ask at our office front desk for more information.

The simple repair of a drippy faucet or replacing your commode flappers helps you and helps conserve water.

Have you visited our website at www.swuci.org?

You can find out important information before and after a storm including boil water notices and procedures. You can find out about our rates, our policies, our retrofit program and water saving tips. You can access your account or pay your bill.

South Walton Utility now accepts American Express Credit Cards on our website to pay you monthly water and wastewater bill



A Letter from the President

It is an honor to announce that the partnership of South Walton Utility Company, Inc. (SWUCI) and Destin Water Users (DWU) working together as Water Resource Partners (WRP) has completed a 14 mile pipeline from the Bill Brown Well Field to our transmission lines along U.S. 98. The line ends our dependence on Regional Utilities for transmission of water from our well field north of SR20. The project began in 2011 with planning, permitting, and a construction contract. It has proceeded on time and smoothly with most of the field work supervised by our own Alicia Keeter, the SWUCI Project Manager. The project involved 18 borings under roads and wetlands, and laying more than 3 miles of pipe beneath Choctawhatchee Bay on the west side of the U.S. 331 bridge. It was my pleasure to witness one of the last line clearing operations on April 4th. The water flowed clear and abundantly. A ceremonial valve opening took place April 19th.

The pipeline project timing was driven by the Department of Transportation making U.S. 331 four lanes wide within the next several years. Completing our project avoids the expense of laying pipe after completion of the DOT project. The \$21 million price tag is paid equally by SWUCI and DWU (about \$10.5 million each). Pipeline capacity plus our coastline wells should provide quality water for many years to come, even through final build-out of Destin and the SWUCI Service Areas. We can be proud of the professional work done by the employees of our company and Destin Water Users.

Finally, I would like to recognize one of the professionals in Administration. Deb Bullard is our Billing Representative in Customer Relations. She is the person you call for questions about your bill. Sometimes members see unexpected things in their bills. Sometimes a member will have difficulty paying their bill. Deb is there to help sort the matter out and to try to keep you happy. We think she is well suited for the job because of her caring and friendly personality. We strive for 100% accuracy in billing, and we are fortunate to have Deb Bullard to resolve any questions.

Have a great, safe summer,

A handwritten signature in black ink that reads "Mike Flynt". The signature is written in a cursive, slightly slanted style.

Prepare for Hurricane Season

SWU wants our community to be prepared for the 2013 hurricane season which began June 1st. To make sure your family and household are ready:

- Develop a family plan - This plan should include locating the safest areas of your home and discussing escape routes with each member of your family.
- Create a disaster supply kit - Your supply kit should include ample amounts of food and water for yourself and family as well as any medications and first aid supplies.
- Protect important documents - It is a good idea to secure important documents in a waterproof container.
- Secure your home - Be sure that windows, doors and the roof are all secure and clear of debris.
- Have a printed copy of SWU's instructions for boiling water on hand; available on our website.

Safety is always the primary concern during and following a major disaster. To avoid danger, remain inside your home and wait for utilities and roads to be repaired. For updates, visit our website at www.swuci.org. SWU promises to quickly evaluate water quality and restore damages following the storm. Visit www.FloridaDisaster.org to create a personalized plan that can be printed and saved for future emergencies. Remember, the best way to make your family and home safe is to be prepared before a disaster happens. Fifteen minutes of planning now can save precious time when a hurricane is coming.



Smoke Testing

During the course of the year SWU will be Smoke Testing our entire sewer system to look for leaks or breaks. We hang a bright green notice on your door prior to smoke testing in your area. This notice gives you important information. You may want to run water to fill your sewer traps with water; don't forget your floor drains.

As the crews are working in your neighborhood, you may notice smoke coming out of your house vents in the roof. It's harmless. If smoke ever gets into your house, that is an indication your plumbing is not working properly and should be corrected. If you have any questions please feel free to call the office.

SWU crews continue in their quest to find leaky sewer lines by continuing their smoke testing efforts. The area of focus will be south of Hwy 98 along the Scenic Gulf Drive corridor throughout the next couple of months.

SPECIAL NOTICE

To better serve you, your utility will be smoke testing its sewers. This is done periodically to locate leaks, breaks, and the sources of sewer odors in sewer lines.

The smoke testing will occur sometime during these days and dates:

_____ between the hours of _____ to _____

The type of smoke used is white to yellowish-white and may have a slight odor. It is harmless to plants and animals. If the smoke gets into your house, please ventilate your house.

On the outside of your house or your neighbor's house you may notice smoke coming out of the:

- * sewer vent;
- * gutters and downspouts; or
- * out of the ground along the sewer line.

On the inside of your house, smoke or its odor may come out of the plumbing or fixtures. This is an indication that dangerous gases and unpleasant odors from the sewer may enter your house. This should not happen if your plumbing is in good working order. You can minimize the chance of this happening by running enough water into the sinks, tubs and showers to fill the sewer trap with water. Don't forget the floor drains.

Location, identification, and correction of the source of smoke entering your house or building is urgently advised. The correction of any defects on private property is the responsibility of the property owner.

If you detect smoke in your home and are uncertain about the cause, contact your utility at --



South
Walton
Utility
Co., Inc. 850-837-2988



South Walton Utility
Co., Inc.

369 Miramar Beach Dr.
Miramar Beach, FL 32550

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Visit our website:
www.swuci.org

E-Billing and Electronic Funds Transfer

AUTHORIZATION FOR ELECTRONIC TRANSFER OF FUNDS

South Walton Utility Co. Inc.
369 Miramar Beach Drive, Miramar Beach, FL 32550
Phone: (850) 837-2988; Fax (850) 837-7648

Customer Name _____

SWUCI Customer Numbers: _____

Please deduct payments from my:

_____ Checking Account

_____ Saving Account

Direct debits will occur on the 1st work day of the month. Please allow two (2) weeks processing time before your direct debit is operational.

South Walton Utility Company, Inc. is hereby authorized to process an electronic debit from the account described above once a month in the amount of my monthly water/sewer bill.

Signature _____

Date _____

Please be sure to include a voided check for bank account verification, and mail together with this completed form to:

South Walton Utility Co., Inc.
369 Miramar Beach Drive, Miramar Beach, FL 32550

E-billing allows us to email your bill to you instead of sending a hard copy! You will receive your bill sooner and you will be able to access it even if you are out of town. Send an email to ndk@swuci.org if you would like to take advantage of this option.

In addition to e-billing, we can automatically draft your bill from your bank account. This is done the first work day of the month. Fill out the attached form and return it to us and we will set up your auto-draft.

These two options save time and money. Making bill paying much easier!