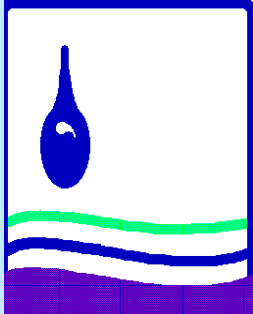


Pipeline

A Newsletter of South Walton Utility Co., Inc.

September 2016



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 EQUI-TABLE MANNER.”

Inside this issue

SWUCI News

Free E-billing & EFT

Boil Water Notices

AMI Project

Make Your Voice Heard

How to Nominate a Director

Letter from the President

**Mark your Calendar
Annual Members Meeting
Founder's Day Celebration**

SWUCI NEWS This past year has been a busy one for our service area. In anticipation of FDOT beginning the 6 laning of Hwy 98 from Tang-O-Mar Dr. to Airport Road in Destin in November 2016, our utility contractor H & T is busy moving a large portion of our underground facilities along Hwy 98. To give perspective of the size of the entire project we have approximately 9 miles of pipe to move out of the way of the improvements that FDOT will be doing.

In other happenings our customers west of the Golf Garden along Hwy 98 were affected by a major water main break we incurred in August. It was a challenging day for us as well as many businesses. Our gratitude goes out to all who remained patient with us during a very difficult three days. We had the “perfect storm” of events that lead to the system disruption. We have evaluated the cause and effect and are working to implement a revised plan to better handle these types of situations in the future. It still remains our mission “To provide our members quality and reliable service in a responsive and equitable manner.”

Remember... No Fats, Oils or Grease down the Drain...

Precautionary Boil Water Notices

Whenever there is a loss in water pressure, either due to a broken water pipe, storm or a scheduled outage for repairs, a Precautionary Boil Water Notice (PBWN) is issued.

When water main loses pressure it is possible for contaminants to seep into the pipes. This might allow pathogens (disease causing germs) into the water that may cause illness if one drinks it or prepares food or beverages with it.

As a precaution, it is important to disinfect tap water to kill any bacteria or viruses that may have entered the water.

Businesses and non residential sites should take steps, such as posting notices at, or disabling water fountains and ice machines, during the PBWN. If you provide water to visitors or employees, use bottled water for drinking or beverage preparation. Food service operations should contact their regulatory agency for any additional requirements.

After the water system is repaired and the pressure is restored in the pipes to your home or business, the precautionary boil water notice will remain in effect for several days while bacteria tests are conducted to assure the safety of the water. The notice will be lifted (rescinded) only after tests confirm the water is safe to drink.

Please visit our website and review or print a copy of the Boil Water Procedures and FAQ's

Call before you dig!

Before breaking ground on any projects contact Sunshine 811 to find out where your underground utility lines are located. Damage to utility lines can harm yourself or those around you, disrupt service to an entire neighborhood and result in fines and repair costs. These problems can be avoided by having lines marked before beginning any outdoor projects.

Important Information About Commercial Floor Drains:

Commercial floor drains require periodic maintenance of adding water to the drain trap to eliminate odor. When drain traps are dry they can produce a foul smell. Do not cover drain traps, just add a cup of water.

Make Your Voice Heard

South Walton Utility Company, Inc. (SWUCI) is a member-owned and operated utility that relies on a key group of volunteers to keep the company headed on the right track. As a member of SWUCI, you have the opportunity to help to decide who sits on the Board of Directors.

“Each of our members has a voice in the operation of SWUCI through the Board of Directors,” said Pete DeBogory, SWUCI General Manager. “Make your voice heard in the upcoming election.”

Members of the Board of Directors are elected to three-year terms. The current Board appoints a nominating committee to recommend candidates for upcoming vacancies. Individual members can also make Board nominations.

Directors and officers receive no compensation for their services.

Current Board Members are:

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

Water Conservation

As part of our water conservation program we have a retro fit 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.

You can help your utility by practicing water conservation. The simple repair of a drippy faucet or replacing your commode flappers helps you and helps conserve our precious resource.

Rules for Nominations from the Membership

HOW TO NOMINATE A DIRECTOR

Any member of SWUCI can nominate a candidate for election to the Board of Directors by following these guidelines:

The individual(s) being nominated must be an eligible member of SWUCI.

- To be an eligible member of SWUCI, the individual must have an active account as of the nomination record date of September 16, 2016.
- Once elected to the Board of Directors, an individual can serve on the Board only so long as that individual remains an eligible member of the company.

You must prepare a petition nominating the individual of your choice on which you have presented sufficient information to validate that individual's status as an eligible member of SWUCI. A separate petition is required for each individual being nominated.

- The petition must include the signatures, addresses and account numbers of fifteen (15) eligible members of SWUCI **in addition to the individual being nominated** who are eligible as of the nomination record date of September 16, 2016.

You must provide a short (one page) biography of the individual being nominated which specifically sets forth the qualifications you feel this individual possesses which will make him/her an asset to SWUCI and its members by serving on the Board of Directors. Please keep in mind that this individual, if elected, will be expected to attend the monthly Board meetings, the Annual Member meetings and any special meetings as properly called.

All of this information must be delivered to SWUCI by mail or delivery to the Administrative Offices of SWUCI, 369 Miramar Beach Drive, Miramar Beach, FL 32550-4938.

This information must be received **no later than 4:30 p.m., on September 30, 2016**.

- This time frame is required to permit the individual's name and biography to be included on the printed ballot that will be mailed to all members.
- Petitions received after that date cannot be accepted and will not be considered.

Nominations for Directors will not be accepted from the floor at the Annual Meeting.

A Letter from the President

As the rains of August fill our streets it is a proud honor to announce that a sewer rehabilitation project has been completed. Some of our original sewers from the late 60s and early 70s were allowing rain water to infiltrate and burden our waste water treatment plant. Problem areas were identified, modern "sleeves" were inserted, and a 20% decrease in rainwater intrusion was accomplished. The work involved about 21,000 feet of old pipes and cost about \$2.2 million. Replacement with new pipes would have cost three to four times as much and would have caused serious interruptions in service. Good work by our professional managers and workers.

South Walton Utility Company is preparing its physical plant to accommodate water and sewer needs when "build-out" of our service area occurs in several years. The latest step is to complete the planned General Bill Brown wellfield near the old American Farms north of Freeport. The final well will meet the maximum flow permitted in our Northwest Florida Water Management District CUP (Consumptive Use Permit). The new well is scheduled to be in service in 2017, a year ahead of our requirement to get a renewed CUP in 2018. The \$1.25 million cost is shared equally with Destin Water Users.

2017, a year ahead of our requirement to get a renewed CUP in 2018. The \$1.25 million cost is shared equally with Destin Water Users.

Replacement of old and defective water meters with new self-reporting meters has begun. Over about the next five years all residential meters will be replaced. The five year program allows us to make the change without having to borrow money and raise rates. The new meters will be monitored continuously by SWUCI making it possible to alert members when an unusual spike in consumption occurs. This will help avoid unexpected large bills due to leaks.

In mid-July we said farewell to a 27-year utility employee, Mr. Bruce Morrison, our Operations Manager. He has played a primary role in operating our efficient, DEP-award winning utility. He was liked and respected by all. And we will all miss Bossy Bruce's favorite phrase at the end of training and employee ceremonies, "Now get back to work!"

Finally, this is to give an update on a water main line break near McCaskill Jewelers on August 6th. The break was apparently caused by a lightning strike that split the pipe causing loss of pressure to many members west of Holiday Road. Our crews repaired the leak within four hours of discovery, but the break triggered a Precautionary Boil Water Notice (PBWN). After required testing, Public Health approved rescinding the boil-water notice on August 9th. We are aware that a number of members did not receive the boil-water notice in a timely way. Our staff is preparing several ways they will immediately alert affected members if another PBWN occurs. This outage and resulting PBWN was our largest since Hurricane Opal in 1995.

Sincerely,



Michael Flynt

Advanced Metering Infrastructure (AMI)

SWU has started adding radio read capability to our meters and replacing old meters.

This five year project will benefit all members.

- | | |
|--------------------------------------|-----------------------------------------|
| * Increased Operational Efficiencies | * On-Demand Reads in Seconds, not Hours |
| * Tamper & Leak Notification | * Reduced Labor costs |
| * Improved Conservation Efforts | * Increased Customer Satisfaction |

Mark Your Calendar

SWUCI Annual Members' Meeting

November 15, 2016 at 5:00 p.m.

369 Miramar Beach Drive Miramar Beach

All members are encouraged to attend. Elections for SWUCI Board of Directors will be held. Our annual audit report will be presented by Warren Averett, LLC. As a member owned company it is important to be involved with your utility.

Founder's Day Celebration *Open House October 13, 2016*

Join us for our annual Founder's Day Celebration at 369 Miramar Beach Drive from 11:00am to 1:00pm. Members will enjoy hamburgers and hot dogs while chatting with the staff and learning about their utility company.

WWW.SWUCI.ORG

Our website is full of important information! Please visit our website to review your account, pay your bill, read important news bulletins or for information to sign up for new service. Our site has lots of information you may find interesting: our annual water quality report, water saving tips, , how to prepare for a hurricane or other inclement weather conditions. We also post advisories, holiday hours, financial statements plus much more. Take a moment to visit our website and learn more about South Walton Utility Company.



South Walton Utility
Co., Inc.

369 Miramar Beach Dr.
Miramar Beach, FL 32550

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Fort Walton Beach, FL
Permit No. 182



Visit our website:
www.swuci.org

E-Billing and Electronic Funds Transfer

South Walton Utility offers **two free services** to our members to help you make payments fast and easy:
E-Billing and Automatic Draft.

E-Billing allows you to receive your bill each month by email. No more waiting! You receive your bill the same day the bills are generated.

This is an excellent way to receive your bill fast, especially if you live out of town. Send an email to ndk@swuci.org to request this free service.

Automatic Draft is a hassle-free way to pay your bill on time each month. No more postage and no more worries about late charges! Your bank account will draft on the first business day of each month. To sign up for this free service, complete and return the attached form or download the form off our website www.swuci.org

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 up to one billing cycle 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**