

Pipeline

A Newsletter of South Walton Utility Co., Inc.

September 2019

IS YOUR COMMERCIAL GREASE TRAP UP TO CODE WITH OUR GREASE TRAP PROGRAM? VISIT OUR WEBSITE FOR MORE INFORMATION. LOOK UNDER THE CUSTOMER SERVICE TAB FOR DETAILS.

SWUCI Annual Members' Meeting

**November 21, 2019 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 and 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.

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A note from your General Manager

This year has brought many happenings around SWUCI. Our first endeavor started with the arrival of Hurricane Michael which greatly impacted our neighbors to the east. Various SWUCI personnel spent many hours offering assistance to Panama City, Bay County, Mexico Beach and surrounding communities. Our wellfield facility was host to the equipment staging area for recovery and response to the Panhandle. With the assistance of so many, we are truly blessed to have such a talented group of professionals serving our panhandle in times of disaster.

In our happenings here at SWU, our very own wastewater treatment plant staff were awarded the Florida Department of Environmental Plant Excellence Award. This is a statewide recognition and we are very proud to see their hard work recognized. Congratulations on a job well done!

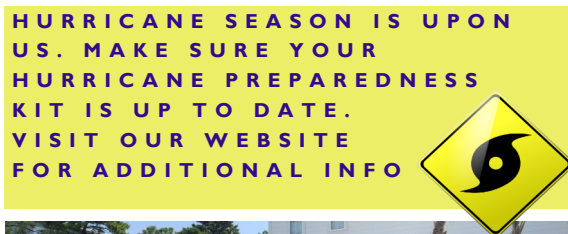
Our system was presented with challenges as Hwy 98 6-Laning continues to make progress. We responded to several main line breaks, sewer back ups and utility line relocations as a result of the widening efforts. All in all we remained steadfast with our response and repair efforts and maintained minimal downtimes as a result. This is a testament to the amazing staff we have employed here at South Walton Utility.

As with all utility systems we must undergo changes and improvements to maintain our services that provide you quality and reliable service. This year we installed over 5 miles of new pipe for our water, sewer and force main services. We added a new drinking water well to provide water to meet our growing population demand. Our plant received upgrades to the computer system as well as a state of the art security system for our administrative facility. We are implementing a valve maintenance program as required by FDEP to ensure our water system has minimal impacts to you our customer in times of unplanned repairs. Overall, it was a busy productive year. It is our mission to provide you, our members, with quality and reliable service in a responsive and equitable manner.

Blessings,
Alicia Keeter



**DEP Presents Plant Excellence
Award to South Walton Utility Co.,**



SWUCI field operator exercising valves



**Equipment staging area at SWU Wellfield in
response to Hurricane Michael**

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.

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.

Proposed Rate Increase

The Board of Directors will consider a 2.3% increase in water and sewer rates. If the Board approves the recommended rate increase, a family that uses 4,000 gallons per month will see an increase of \$2.39 in their bill beginning in October.

Backflow Preventers are vital to protecting our water system. Please make sure to have yours tested annually by a certified backflow inspector and provide updated reports to our office.

Water Conservation

SWUCI has a retro fit program in place. We will provide faucet aerators, showerheads and leak detection tablets to you at no charge. Ask at our office front desk for more information. Here are simple ways you can save.

- Turn off the Tap—turn it off while brushing your teeth
- Shower Power! - Taking a shower uses less water than a tub bath
- Fix that Leak—fixing a toilet leak can save up to 200 gallons a day
- Beat the Heat! - If you're going to water do it first thing in the morning
- Who Needs a Hose—use a bucket and sponge when washing your car

Shared from EPA Watersense

<https://www.epa.gov/watersense/watersense-kids>

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, 2019.
- 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, 2019.

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, 2019**.

- 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.

FIX A LEAK WEEK MARCH 16- 22, 2020

VISIT <https://www.epa.gov/watersense/fix-leak-week>

DRINKING WATER WEEK MAY 3- 9, 2020



Be In the Know for your H2O

You can visit our website to

- review your account
- pay your bill
- read important news bulletins
- information to sign up for new service.
- our annual water quality report
- water saving tips
- how to prepare for a hurricane

We also post advisories, holiday hours, financial statements plus much more.

Flushable doesn't mean it is biodegradable.

Products labeled as "flushable" such as baby wipes, paper towels and diapers do not break down in the collection system and creates clogs in our pumping equipment and cause sewer overflows.

We encourage you to throw these items in the trash.

A Letter from the SWU Board President



Greetings from your Water and Sewer Utility:

This past year our 10,000 members and approximately 2,000,000 visitors to our service area depended on South Walton Utility Company to provide high-quality, reliable drinking water, plus maintain a functional sewer system to handle the generated waste. We know you have high expectations for your drinking water. Our employees monitor and test at every stage of the water treatment process to ensure water coming from your tap is high quality, and continues to comply with and surpass government regulations. SWU has an exceptional track record of providing safe, clean and reliable drinking water. We utilize state-of-the-art technology, and rely on the expertise and experience of our highly-qualified, professional team of employees to treat and deliver water to our members and visitors.

Recently we completed a Utility Rate study that shows SWUCI rates continue to be below the medium of all local water utility providers in the Florida panhandle. As we have done in recent years, South Walton Utility rates in 2019 will be indexed based on the FPSC Deflator Index (2.36 %). This will allow South Walton Utility Company to remain competitive with other local utility providers and allow us to remain in a strong financial position to handle maintenance expenses, future growth projects, and the ever-increasing environmental policies with their associated cost.

South Walton Utility has been serving its members and helping build its service community since August 9, 1968. During those 51 years, South Walton Utility accomplished this while producing some of the safest, cleanest water in the Industry. Our Employees and Board are very proud of that fact.

Although our exceptional Staff and Board have evolved over the years, they have always been committed to making South Walton Utility the best it can be. They have tackled each of the issues faced during South Walton Utilities five-decade history with resolve, debate and dedication to both the Utility and the Members we serve. I am confident, our present Staff and Board are well prepared for any new challenges and opportunities that may arise. Please take time to read Alicia Keeter's General Managers report to learn about some of the project accomplishments during the past year, and gain a better insight on the expenses incurred to accomplish these feats.

My fellow Board members and I appreciate the support of our member-customers, who also are our friends and neighbors. We invite you to attend our Board meetings and to learn more about your Utility by exploring our website: www.swuci.org.

Sincerely,

Jack Lubker
President

Founder's Day Celebration ~ October 17th 11am-1pm

Join us for our Founders Day celebration at 369 Miramar Beach Drive 11:00am to 1:00pm on Thursday October 17th. We will have a variety of food, drinks and desserts for you to enjoy while learning about your water and wastewater collection system. All members are invited to join us. For more information visit our website at www.swuci.org

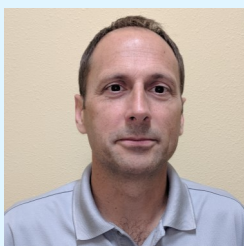
Meet your SWUCI Board of Directors:



***Vice President
Mike Richardson***



***Secretary
Dave Brown***



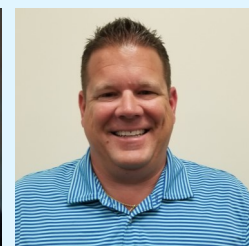
***Treasurer
Steve Dixon***



***Director
Mike Abt***



***Director
Dustin Terry***



***Director
Jason Scheler***

Did you know that SWU has 60 miles of gravity, 22 miles of force main and 190 miles of water lines?



South Walton Utility
Co., Inc.

369 Miramar Beach Dr.
Miramar Beach, FL 32550

Presorted First Class
US POSTAGE PAID
Fort Walton Beach, FL
Permit No. 182



Know what's below.
Call before you dig.

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

Automatic Draft is a hassle-free way to pay your bill on time each month. 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

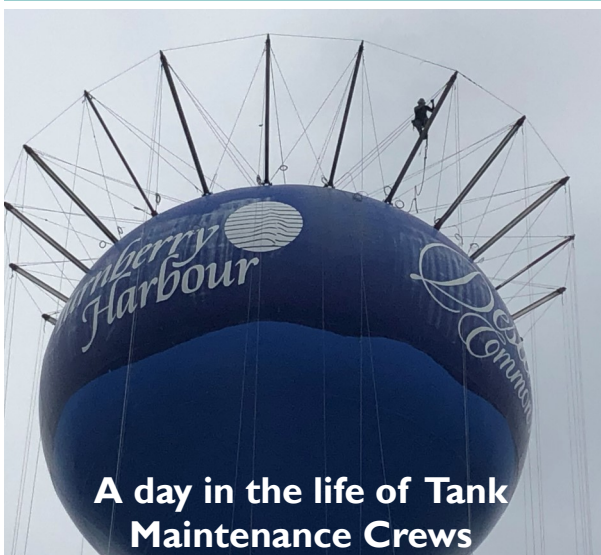
South Walton Utility Company, Inc. is hereby authorized to process an electronic debit from the Account described above once a month in the amount of my monthly water/sewer bill.

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



A day in the life of Tank
Maintenance Crews

Do we have your current email
address and phone number?
Please update your contact info for up to date
information from our offices.