

## **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](http://www.swuci.org).

Sincerely,

Jack Lubker  
President