

Letter from the President 2022

South Walton Utility began serving this area in 1968 with only 100 members. Our service area has grown to 10,777 members in 2022. Our goal has not changed in over 50 years: To serve our members by providing the highest quality water and sewer services.

The training program for our employees is second to none. They are specifically trained for their position and then cross trained in other areas to make sure every possible scenario is covered. This again, is to make sure our members get the best quality and service possible. In a time of workforce shortage our staff remain loyal to SWUCI and it shows by our low turnover rates. Some of our employees have served for over 25 years. We are so thankful to have some of the best in the business!

South Walton Utility has received various awards this year for our water quality and sewer processing system. Our system was awarded the Best Tasting Drinking water for FSAWWA Region IX and the FDEP Water Treatment Plant of the Year for the State of Florida for medium size water systems. We are proud of all their accomplishments and say THANK YOU for a job well done!

2022 has seen many improvements to the existing water and sewer lines, including increasing the size of the lines for the larger volume needed for new developments in our community, upgrading aging equipment at our wastewater treatment plant to prevent sewer overflows and meter system upgrades to ensure more accurate billing. All our 13 wells are being upgraded periodically to provide our members with the quantity and quality of water needed. Our team does a lot with the resources provided to keep the water flowing.

We cannot forget the staff at the front desk, lab techs, managers, and accounting staff that are amazing at their jobs as well. They have handled this past year's growth in a remarkable way. They put forth great effort to make sure you have the best service possible.

All 7 board members are invested in our community and committed to service in keeping the utility operating in the most efficient and cost-effective manner possible. In this ever-changing environment of short supplies, new regulations, and increase in demand, we will always have our member's best interest in mind.

Thank you for allowing me to serve our community by being a part of the South Walton Utility organization.

Mike Richardson, President