



Pipeline

A Newsletter of South Walton Utility Co., Inc.

September 2025

SWUCI Annual Members' Meeting

November 18, 2025 at 5:00 p.m.

369 Miramar Beach Drive
Miramar Beach

All members are encouraged to attend. Elections for the SWUCI Board of Directors will be held. The 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 Letter from the SWUCI Board President

South Walton Utility Company, Inc. is entering its 57th year of service to the Miramar Beach/Destin area. As a board, we have strived to make certain that what we do serves our community and our neighbors in the best possible way.



This past year I became President of our Board with the retirement of longtime member Mike Richardson. Not only was Mike a wonderful member of our community and a 20-year member of our board in many capacities, serving as board President for the last 5 years. Mikes dedication to South Walton Utility will be missed.

The staff have continued to do excellent work, which this past year was again, recognized by the Florida Department of Environmental Protection for having the best operated Water and Wastewater systems in Northwest Florida.

We continue to look forward with our ever expanding system and ensuring we are prepared for what the future will bring us. We are always looking at ways to improve our infrastructure, our technological needs, and replacement of older systems, to ensure reliability and resiliency.

The heart of our company will always be our employees. Their dedication and integrity to serve our area is second to none. With over half of our staff being employed for 10 years or more, the longevity speaks for itself. To our valued Administrative, Water and Field Operations and Wastewater staff, we sincerely thank you for your hard work and dedication.

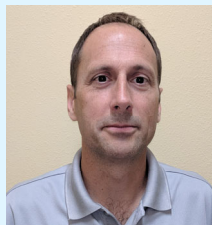
Dave Brown, President



South Walton Utility Company receiving the Florida Dept. of Environmental Protection Plant Excellence awards for Water and Wastewater Treatment Facilities.

Incoming President Dave Brown (left) Mike Richardson (center) Office Manager Brenda Otto (right)

Meet your SWUCI Board of Directors:



Steve Dixon
Vice President



Dewayne
Youngblood
Treasurer



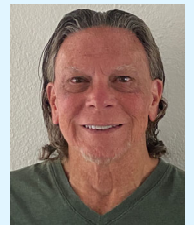
Dustin Terry
Director



David Smith
Director



Todd Kleppinger
Director



Kevin Kennedy
Director

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 2.5% increase in water and sewer rates. If approved, members will see the increase in their bill beginning in October 2025.



Congratulations to Khloe Smith, the 2024 winner of the Florida Section of the American Water Works Dropsavers poster contest.

Water Conservation

SWUCI has a retrofit program in place. Showerheads, faucet aerators, and leak detection tablets provided to you at no charge. Here are some simple ways you can save:

- ◆ Check for leaking toilet flappers
- ◆ Retrofit aging plumbing fixtures
- ◆ Adjust toilet fill valves to conserve water
- ◆ Encourage guests to conserve water while on vacation
- ◆ Know where your meter shut off valve is located.
- ◆ Wash full loads of dishes and laundry
- ◆ Use Xeriscape Landscaping and keep irrigation use low.

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 12, 2025.

- 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 12, 2025.

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 26, 2025**.

- 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.

FOG - Fats, Oils and Grease

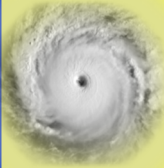
Remember to drain your fats oils and grease and place in a disposable container and dispose of properly, not pour them down your sink. Over time this creates clogs in your sewer lateral that will back up into your home and create costly plumbing repairs.

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, create clogs in our pumping equipment, and cause sewer overflows. We encourage you to throw these items in the trash.

HURRICANE SEASON IS UPON US.

MAKE SURE YOUR HURRICANE PREPAREDNESS KIT IS UP TO DATE.



VISIT OUR WEBSITE FOR ADDITIONAL INFO

A note from your General Manager

Greetings to our valued customers!

Please allow me to introduce myself, my name is Joe Ream, I have been with South Walton Utility Company for 30 years and as of last May 2024, I am now the new General Manager of our great Utility. I have been fortunate enough to work for some of the most talented and knowledgeable people, that helped form the base of our respected company and I only hope to continue to build on this going forward. We have experienced growth in our area and seen our expansion go from a small coastal vacation spot, to a renowned tourist destination, where people come to visit some of the most beautiful beaches in the United States. I not only see this from an employee of South Walton Utilities perspective, but also as a member of the community we serve.

When I began my career here, we had under 5,000 metered connections. Today, we have grown to almost 11,000 connections. Our infrastructure has increased with these demands, but our core principles of providing the very best service has not. From our Administrative staff, our Operations team, and our Field Technicians, we all constantly strive to be one of the most reliable and dependable utility companies in Florida.

We are extremely fortunate to live in this beautiful area. We have a clean, abundant supply of fresh drinking water, and our ability to provide reclaim water from our Advanced Wastewater Treatment Plant lessens the need to draw more water for irrigation.



We strive to ensure that our water conservation efforts impact our ability to keep rates as low as possible for our customers, but still provide the needed revenue to have a reliable infrastructure for the years to come. Our Advanced Automated Metering System, alerts customers to potential leaks they may not be aware of, and has aided in reducing unaccounted for water loss.

All of this could not be accomplished without our outstanding employees and the dedicated Board of Directors here at SWUCI. We look forward to serving you.

Joe Ream, General Manager
Pictured with Colonel Michael Grimaldi, US Army-Retired
Founder of South Walton Utility Company, Inc.



Utility Marking Flags

What do all these flags mean? If anyone is going to dig— you must call 811! This is a state site where all utilities in a given area are required to mark any underground utilities. The flags and markings around our area are used by us and other utilities to show location of all underground utilities. Different color flags represent different utilities. If these appear in your yard— please leave them in the ground and don't relocate them. The utility that called for them will remove them when their work is done.

Be In the Know

You can visit our website to

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

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



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

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

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

Visit our website <https://swuci.org/>

Review your account, pay your bill, find forms for new service, read important news bulletins, water saving tips and view our annual water quality report. We also post advisories, holiday hours, financial statements plus much more.

Beginning October 1, 2025 a convenience fee of \$1.00 will be charged per credit card transaction
And \$0.75 per check when paying your bill through Paymentus