



Pipeline

A Newsletter of South Walton Utility Co., Inc.

September 2026

SWUCI Annual Members' Meeting

**November 19, 2026
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

Dear Members,

On behalf of the Board of Directors, I extend my sincere appreciation to our members for the continued trust and confidence placed in us to help guide this organization. Serving this dedicated membership is both a privilege and a responsibility we take seriously.

Since its founding, South Walton Utility Company has remained focused on a clear and essential mission: providing high-quality drinking water and wastewater services at affordable rates while maintaining the highest possible standard of customer service.

This mission is carried out each day by a staff whose professionalism, dedication, and pride in service continue to distinguish our company. Their commitment is reflected not only in the quality of their work, but also in the dependable service our members and customers have come to expect.

The services we provide are among the most fundamental to the health, safety, and vitality of any community. A thriving society depends on access to clean, safe drinking water and the responsible collection and treatment of wastewater in a manner that protects both people and the environment.

By the end of this year, more than half of our staff will have served the organization for 10 years or more, including seven employees with more than 15 years of service and six with more than 20 years. This past year, we were especially pleased to recognize South Walton Utility Company's first 30-year employees, a meaningful milestone that speaks to the experience, loyalty, and institutional strength of our team.

As Board President, I am proud of the progress we have made and confident in the direction of our organization. As we look ahead, we remain committed to thoughtful planning, responsible stewardship, and continued investment in the infrastructure, people, and services needed to meet the evolving needs of our members, customers, and community.



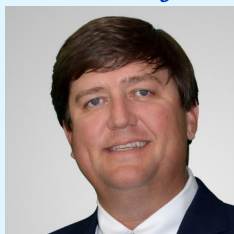
Thank you,

Dave Brown, President

Meet your SWUCI Board of Directors:



Kevin Kennedy
Vice President



Dewayne
Youngblood
Treasurer



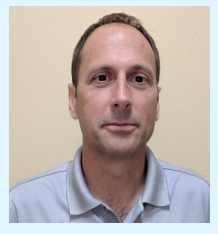
Dustin Terry
Director



David Smith
Director



Todd Kleppinger
Director



Steve Dixon
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 2026.

The 2025 Drinking Water Quality Report is Available!
You can visit our website at www.swuci.org for information on the quality of our potable drinking water.



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 11, 2026.

- 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 11, 2026.

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 25, 2026**.

- 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

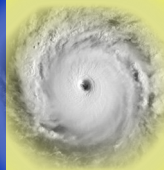
Remember to drain your fats oils and grease and place in a disposable container and dispose of properly, not pour them down your sink. Over time this creates clogs in your sewer lateral that will back up into your home and create costly plumbing repairs.

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

Dear Members,

As we move out of another busy summer season, South Walton Utility Company wants members to understand why brightly colored flags and temporary paint markings remain visible throughout our service area and why they are important to safe, reliable utility service.

Why locate markings matter

Members may continue to see brightly colored flags and temporary paint on roadways, rights-of-way, and nearby properties as utility work continues across our growing area. These markings identify underground lines so crews can work safely and avoid damaging critical infrastructure.

What is required before digging

In Florida, anyone planning excavation, construction, landscaping, or similar ground-disturbing work should contact Sunshine 811 before digging by submitting a locate request online or calling 8-1-1. The request allows member utility operators time to review the proposed work area and either mark the approximate location of their underground facilities or provide a response before excavation begins. Locate tickets are generally valid for 30 calendar days, and the required waiting period is up to two full business days, excluding weekends and holidays.

Once markings are placed, they should be protected for the life of the ticket. If markings become faded, damaged, or unclear, digging should stop until a new or updated request is submitted. Because locate marks indicate approximate facility locations, anyone working near marked utilities should use appropriate caution and follow applicable safe-digging practices within the tolerance zone.

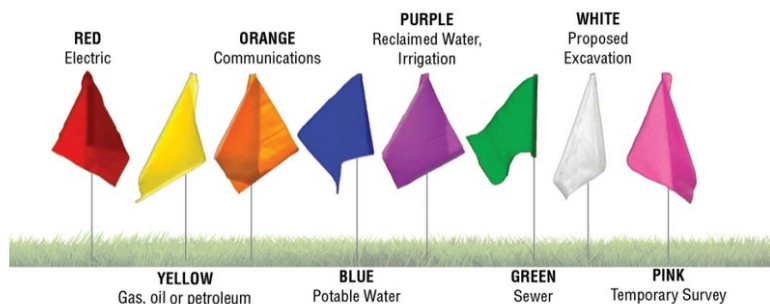
How SWUCI supports this work

SWUCI uses reliable technology and data systems to complete these “locates” and respond to locate requests from crews who may be digging near our facilities. This work helps protect the water and wastewater services we provide to our members.

If you have questions about the markings or the work taking place in your area, please do not hesitate to contact our staff.

Thank you all and we look forward to continually serving our members.

Joe Ream
SWUCI
General Manager



Lift Station rehabilitation



A lift station is a system that pumps wastewater from a lower elevation to a higher elevation.

Wastewater from a lower elevation cannot flow to wastewater treatment plants via gravity because the treatment plants are too far away from some properties.

Wastewater lift stations exist at certain points along sewage gravity pipeline systems to collect wastewater at central points and help move it

Be In the Know

www.swuci.org

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.